



Barbican Residential Committee

Date: MONDAY, 16 SEPTEMBER 2013
Time: 11.30am
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

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

**non-resident members*

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

Lunch will be served in the Guildhall Club at 1pm

John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**

For Decision

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

For Decision

3. **MINUTES OF THE PREVIOUS MEETING**

1. To approve the public minutes and non-public summary of the Barbican Residential Committee held on 17 June 2013
2. To receive the minutes of the Barbican Estate Residents' Consultation Committee held on 2 September 2013 (TO FOLLOW)

For Decision
(Pages 1 - 14)

4. **TOWER CONCRETE INVESTIGATION AND REPAIRS**

Chairman to be heard

5. **REVENUE OUTTURN**

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

For Information
(Pages 15 - 34)

6. **RESIDENTS' SURVEY 2013**

Report of the Director of Community and Children's Services

For Information
(Pages 35 - 46)

7. **BACKGROUND UNDERFLOOR HEATING**

Report of the Director of Community and Children's Services

For Decision
(Pages 47 - 52)

8. **MANAGEMENT OF PUBLIC LIFTS AND ESCALATORS ADJOINING BARBICAN ESTATE**

Report of the City Surveyor

For Information
(Pages 53 - 60)

9. **WILLOUGHBY HIGHWALK**

Report of the City Solicitor

For Information

(Pages 61 - 70)

10. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**
Report of the Director of Community and Children's Services

For Information
(Pages 71 - 78)

11. **UPDATE REPORT**
Report of the Director of Community and Children's Services

For Information
(Pages 79 - 106)

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

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

14. **EXCLUSION OF THE PUBLIC**

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

For Decision

15. **NON-PUBLIC MINUTES**
To approve the non-public minutes of the Barbican Residential Committee of 17 June 2013

For Decision
(Pages 107 - 110)

16. **COMPREHENSIVE LIFT MAINTENANCE CONTRACT**
Joint Report of the Director of Community and Children's Services and the City Surveyor

For Decision
(Pages 111 - 118)

17. **LEASE RENEWAL**
Report of the Director of Community and Children's Services

For Decision
(Pages 119 - 122)

18. **ARREARS UPDATE REPORT**
Report of the Director of Community and Children's Services

For Information

(Pages 123 - 126)

19. **DECISIONS TAKEN UNDER URGENCY OR DELEGATED AUTHORITY**
Report of the Town Clerk

For Information
(Pages 127 - 128)

20. **QUESTIONS RELATING TO THE WORK OF THE COMMITTEE**

For Decision

21. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT WHILE
THE PUBLIC ARE EXCLUDED**

For Decision

BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Monday, 2 September 2013

Minutes of the meeting of the Barbican Estate Residents Consultation Committee held at Committee Room - 2nd Floor West Wing, Guildhall on Monday, 2 September 2013 at 6.30pm

Present

Members:

Tim Macer (Chairman) – Willoughby House	Mary Hickman - Andrewes House
Randall Anderson (Deputy Chairman) - Shakespeare Tower	Gillian Laidlaw - Mountjoy House
Robert Barker - Lauderdale Tower	Fiona Lean - Ben Jonson House
John Tomlinson – Cromwell Tower	Prof C Mounsey - Breton House
Mark Bostock - Frobisher Crescent	Philip Sharples - Speed House
Matt Collins - Defoe House	Jane Smith - Barbican Association
Dr Gianetta Corley - Gilbert House	John Taysum - Bunyan Court
David Graves - Seddon House	Janet Wells – John Trundle House
	Helen Wilkinson – Speed House

In Attendance

Officers:

Michael Bennett	- Community and Children's Services
Helen Davinson	- Community and Children's Services
Karen Tarbox	- Community and Children's Services
Anne Mason	- Community and Children's Services
David Bacon	- Chamberlain's
Julie Mayer	- Town Clerk's

1. APOLOGIES

Apologies were received from Gordon Griffiths and Michael Swash (the new representative for Willoughby House).

2. DECLARATIONS BY MEMBERS IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. MINUTES

The Minutes of the RCC Meeting held on 3 June 2013 were approved as a correct record.

4. TOWER CONCRETE INVESTIGATIONS AND REPAIRS

The Chairman agreed to table a representation from the Barbican Association, setting out further queries and concerns in his matter. The Town Clerk had received the document earlier in the day and forwarded it to the Chairman of the Barbican Association (BRC). The Chairman of the BRC had agreed that, in the interest of fairness and to give officers an opportunity to respond to the BA's

further concerns, he would defer the report until December 2013. A member of the Barbican Association, who had attended the meeting in April with the Consultants (at appendix 3 to the report), asked for officers to focus on 'structural defects' and 'defects affecting the structure'. The Chairman of the Barbican Association thanked the Chairman for his co-operation.

5. **BACKGROUND UNDERFLOOR HEATING**

The Committee received a report of the Director of Community and Children's Services and noted the questions submitted in advance. *(All written questions and their responses are contained in Appendix 1 to these minutes).*

The Chairman asked for nominations, from each House Group, to set up a new Background Underfloor Heating Working Party. Members noted that the membership should be a mix of professional/technical expertise and lay persons with an interest in the project. The Chairman felt that the Sustainability Working Party could also make a valuable contribution and suggested that 1 or 2 of their members should also join.

Members suggested a general appeal via the Barbican Estate Office and Barbican Talk, with a link to the report on this agenda. It was also suggested that the time commitment be made clear and that the Working Party should represent the different types and sizes of accommodation on the Estate. Officers advised that the new Background heating contract would need to be in place by autumn 2014, so the project would be time limited.

6. **REVENUE OUTTURN**

Members received a report of the Chamberlain. During the discussion and questions, the following points were raised:

- The City Corporation is always seeking to achieve more efficient and effective ways to provide its services such as the IS reorganisation now taking place. This would necessitate setting up costs but this will result in longer term efficiencies
- Though the City Corporation is faced with financial restraints any service charge expenditure would not be affected.
- It has been agreed that £5,000 of the underspend will be carried forward to 2013/14 to carry out a concrete survey and testing of soffits at the Breton Car park. Members thanked officers for the tiling outside Lauderdale Tower and the reglazing of the fire escape; both of which had resulted from this process.
- Members were concerned about the drains on St Giles Terrace, which blocked regularly. Officers advised that they were being investigated and the Landlord Account would cover the repair.
- Premises costs on the Service Charge account have increased by 12% over last year. This was mainly due to increases in energy

costs partly offset by a reduction in repairs and maintenance expenditure.

7. **RELATIONSHIP OF THE BARBICAN RESIDENTIAL COMMITTEE OUTTURN REPORT TO SERVICE CHARGE SCHEDULES**

The Committee received a joint report of the Director of Community and Children's Services and the Chamberlain noted the questions submitted in advance.

During the discussion and supplementary questions, the following points were raised:

- One of the reasons for the variation between the outturn cost and that billed was the reversal of an adjustment made to the 2011/12 Service Charges.
- IRS system total – Anne Mason agreed to investigate and report back.
- The time that the Engineers had spent elsewhere had been slightly over-estimated. However, the underfloor heating projects had fully engaged the Senior Engineer.
- The underfloor heating estimate was a combination of average consumption multiplied by the expected unit price. Should EDF terminate the Contract in January and there is a cold winter, then this estimate would be understated; anything above 'Economy 7' could be at the standard unit rate and the afternoon 'boost' could be much higher. The Chairman suggested a further estimate on this basis and that this be referred to the new Underfloor Heating Working Party.

Finally, residents were asked to note that **2 service charge workshops had been scheduled for 11 September at 1pm and 6.30pm at the Barbican Estate Office (in the Lilac Room)**. If RCC Members were unable to make it, Anne Mason offered 1-1 sessions. The sessions were open to non-RCC members but officers asked if the RCC Representative/House Group Chairmen could co-ordinate numbers and advise the Town Clerk of expected attendance. Members asked if officers could be mindful of the attendance of non-accountants.

8. **RESIDENTS' SURVEY**

Members received a report of the Director of Community and Children's Services about the recent survey. During the discussion and questions, the following points were raised:

- All the notice boards on the Estate had advertised the survey, in order to include non-internet users. The response rate had been good but the number of responses on paper had been very low (just 5 or 6).

- It was difficult to offer a comparator to the last survey as the format had changed but this could be done next time. The Chairman offered to assist with the formatting of the next survey.
- Further information on the out of hours service would be advertised shortly.
- Given that on-line processing of surveys was less time consuming, officers would consider conducting an annual survey

In concluding, members thanked the Estate Office for a helpful survey.

9. **SLA REVIEW**

The Committee received a joint report of the Director of Community and Children's Services and noted the questions submitted in advance. *(All written questions and their responses are contained in Appendix 1 to these minutes).*

The Defoe House representative advised that he had provided feedback on the improvement to the LED lighting at staircase 10 (i.e. the exterior lighting to the name of the house and flat numbers). The Officer advised that this would be incorporated into the next report.

10. **UPDATE REPORT**

The Committee received a joint report of the Director of Community and Children's Services and noted the questions submitted in advance.

During the discussion and supplementary questions, the following points were raised:

- In respect of **Frobisher Crescent**, a response had been received late that afternoon and would be forwarded to the House Group. The Officer agreed to chase an outstanding query about the proposals for maintenance following sign off.
- **The London Film School (LFS) development** had been delayed due to fundraising. The development would be subject to planning permission and full consultation with residents. The School were keen to foster good relationships with residents and expected their offer to enhance the amenity of the estate. The Chairman of the Barbican Association advised that LFS had met with the residents last year and that the meeting had been well attended. Breton House had been in consultation with the School about the enabling works to the Art Centre; Professor Mounsey offered to contact them again and feed back to the RCC. Members noted that the development would be for about 30 students and any licensing facilities would be inclusive and low key.
- Further to queries raised at the last meeting about **tiling**, Karen Tarbox advised that there were 4 different types of tiling in use on the Estate. For Beech Gardens, it was intended to use smooth tiles, if they were of a suitable non-slip quality but design would not be compromised.

- Karen Tarbox agreed to investigate and feed back on the plinth tiles; the availability of white tiles; the ramp at Alban Gate (which could be extremely slippery in winter); the Upper Podium area (above the Art Centre) and the broken tiles at Defoe House. Members noted that Ms Tarbox had been working with the City Surveyors on an Asset Management Strategy, which would ensure a standard approach for dealing with the above issues, and thanked her for her valued input.
- The Chairman asked for nominees to fill a vacancy on the Asset Maintenance Working Party and Fiona Lean (Ben Jonson House) volunteered.
- The Deputy Chairman (Mr Anderson) had received a response from VFM (in the last hour) about the **TV upgrade**. Mr Anderson would forward this to the Working Party and arrange a meeting in the next week or so. The Chairman thanked Mr Anderson for his intervention in keeping this project on track.
- The Meeting on **Beech Gardens** had been postponed, pending a decision of the Court of Common Council. Ms Tarbox agreed to investigate why a work Health & Safety platform had been left behind, following the removal of the scaffolding.
- **Two Lift Reports** would be presented to the Barbican Residential Committee on 16th September (one on the maintenance contract for Barbican Lifts and the other by the City Surveyor on performance generally for the public lifts and escalators adjoining the Barbican Estate). Both reports would be in the public domain on Friday 6th September.
- Karen Tarbox was on the Planning Delivery Board for the **YMCA** and would provide an update on the progress of the planning permission and consultation with residents.

11. **MEMBERSHIP OF THE BEECH GARDENSLANDSCAPING WORKING PARTY**

The Chairman asked for nominations for the above working party, which would need to convene fairly quickly in order to present a plan to the December BRC Meeting. The Committee noted that members of the Garden Advisory Group and the Asset Maintenance Group would be included and the Chairman asked for representation from the House Groups overlooking Beech Gardens; i.e. John Trundle, Bryer, Bunyan, Defoe, Lauderdale and Shakespeare. The Chairman asked for nominations by 16th September, but if there were no nominations from a particular house, then the House Group Chairman or RCC Member would be co-opted. The Officer advised that the Working Party would work with the Consultant on the planting regime, soft landscaping and soil types etc.

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

There were no further questions.

13. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

The Chairman thanked members for their advanced questions as they mad for a more efficient and focussed meeting.

The meeting ended at 8.30 pm

Chairman

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**RESIDENTS CONSULTATION COMMITTEE (RCC) 2 SEPTEMBER
2013 – PRE COMMITTEE QUESTIONS RAISED BY RCC MEMBERS**

June BRC - Question relating to Residential Rent Review

Q. Clarification of the rationale behind the CoL rent increases, an explanation of why on this occasion the increase seems so large and the anticipated intervals between rent review increases - whether every year, every two years etc.

A. The City of London assesses rental levels each year, but residents are given three year rental agreements with the option to renew for a further three years.

Therefore any resident renewing their lease from July 2013 would have been subject to increases that occurred in 2011, 2012 and 2013.

These were 6.8 %, 8.2% and 6.3 % respectively (a compound increase of 22.8%).

Please note that the Barbican Estate is not within the Housing Revenue Account. The City has sought legal opinion as to the appropriate rental level to charge. The response has been that the City must charge market rental levels. Therefore our consultants assess the market rental levels for our flats on the basis that they are let unfurnished, un modernised for a three year period with the option to renew for a further three years.

Page 41 of papers – Background Underfloor Heating

Q. How much is our electric background heating bill likely to rise if we stick with the current regime?

A. Too early to say.

Q. What alternatives do we consider viable, and how far progressed are they?

A. The Working Party will look at this.

Q. How much do we anticipate bills changing for each alternative?

A. The Working Party will look at this.

Q. p41 para 6 : The paragraph refers to "potential for increased tariffs and/or reduced operating time". The balance between these two

possibilities isn't mentioned again in the paper. How is it proposed that the balance will be determined?

A. This will be determined as part of the tender process.

Q. p43 para 19 & 21 : If the new supply contract is assumed to begin in January 2014, working back from this date and allowing for everything that needs to happen before the chosen supplier signs a finalised contract and begins supply, on what date does the request for tender that will be sent out need to be finalised? (Related to this: What work has been done so far on this? What will the working party's involvement be?)

A. Negotiations are taking place and it is likely the existing contract will be extended to April/May 2014. This being the end of the underfloor heating season, a new contract will need to be in place by the start of the new heating season in October 2014.

Q. p43 para 18 & 24 : We need an indication of the increase in costs that para 18 would imply.

A. Too early to say.

Q. We understand that this can only be illustrative, but it is important to understand the likely cost impact and it also has implications for decision-making (decisions such as how much priority should be given to speed when assessing alternative solutions to the long-term issue, or what consideration to give to reduced operating times per para 6). For example, an estimate of the increase in costs likely to result from a new supplier might begin as follows: (a) what percentage higher are day unit rates typically, compared to off peak rates, for large consumers?; (b) if we kept the same total number of hours across charging periods, is the report saying that we would be likely to get 7 hours at off peak rates and the remaining 6 hours at day rates?; (c) from the answers to a and b, and an average current annual cost per flat of £850, an illustrative increase in cost can be calculated.

A. The Working Party will look at this.

Q. p43 para 21-23 : Projects such as this to "look at the ... long-term issues" can sometimes take a while. Is a target completion date going to be specified? Also, which RCC/BRC meeting is targeted to receive the report detailing the proposed scope and indicative costs for the consultants?

A. For the Working Party to determine but the aim is to get to November committee.

Q. p41 para 4 / p43 para 15 : The Cyclo-Control system is described as a 'control and switching system'. For those of us who don't know what this is, please could you explain (a) how important it is or isn't (and why), (b) how much risk there is of UKPN not being prepared to extend their maintenance end date again beyond March 2015 if we needed them to do so, and (c) how likely it seems so far that the alternative described in para 16 would work as an alternative (I appreciate that this is still being evaluated. The para seems to imply that there are likely to be only minor issues to resolve: is this a reasonable interpretation of the para?) Would switching to the alternative in para 16 be likely to have any significant cost implications for service charges that we should be concerned about?

A. a) The cyclo control is an integral part of the control of the underfloor heating.

b) The risk is manageable at this stage and until March 2015.

c) Yes for the shorter term and whilst we evaluate more modern/appropriate controls for the future

Page 67 of papers – Relationship of BRC Outturn Report to Service Charge Schedules

Q. Estate cleaners: Costs are up 17% (£113k) from last year (and are 11% above estimate). It is explained that costs are up due to more of cleaners' time being allocated to block cleaning and for cover for staff sickness.

Please could you explain these reasons in more detail. (Costs for demand led optional services are also mentioned, but this doesn't appear to be a factor in the increase, based on comparing costs allocated to Speed House against those a year ago, where there have been no optional services requested, and where the increase is also 17%.)

A. 54% of the increase in costs is due to staff long term sickness (more than 20 days). The remainder of the costs are due to cover for short term sickness and more of the cleaners' time being allocated to block cleaning.

Q. Resident engineers: Costs are down 11% from last year and it is explained that this is due to staff vacancy. But the estimate was even lower than this: why are costs 22% (£55k) above the estimate?

A. In the estimate for the year an allowance was made for time spent on other duties e.g. lifts or other estates. This was not the case.

Q. Technical supervision & management is a long way above estimate (57% i.e. £46k). It is explained that it is above last year's cost (14% above) because timesheet information showed that more time had been spent on general repairs and maintenance issues on the Barbican. I know it must be hard to break this down, but given how much higher the cost is than the estimate, are you able to name one or two key issues that they found they had to spend a lot more time on than had been expected?

A. It is difficult to break down the issues on which time was spent. R&M covers a vast array of duties. A high proportion of the technical recharge is based on the volume of orders for both Housing and Barbican. If the proportion of orders on the Barbican is higher, then the recharge will be higher. It is very much a demand led service but officers are looking into the way in which estimates are calculated. Should the RCC wish, we can also look into breaking down time spent into various areas relating to repairs.

Q. For costs that are allocated or recharged and so there are effectively some allocations between the service charge account and other accounts: Have any of these allocations between the service charge account and other accounts changed significantly? This could arise either from a change in methodology or from no change in methodology but just a change in percentage allocation where the percentage is based on timesheets or similar measures. Of course some allocations are bound to change, where they are based on timesheets or similar, but please could you highlight to us which changes in allocations (between service charge and not) are the most material to residents.

A. Most items are directly coded to the Service Charge Account or to other accounts. Within the service charge account the costs are coded either to the relevant blocks or estate wide. Generally the apportionments have not changed, e.g. it is still a third of the car park attendants costs that are charged to the Service Charge account. Also a lot of costs are directly charged to the block or estate wide e.g. repairs and maintenance costs.

Supervision and Management is still allocated on the basis of the cost of services to the block in comparison to the cost of services to the estate as a whole.

The allocation of Supervision and Management between the Service Charge Account and other accounts is broadly the same – in 2010/11 it was 40.17%, 2011/12 - 40.56% and 2012/13 - 42.04%.

What has changed following restructures in departments is the total S&M cost which has reduced by over £100k since 2010/11 and also the staff completing time sheets has changed. E.g. the accounts staff are now part of the Chamberlain's department and so are a recharge to the department rather than a direct cost.

Page 101 of papers – SLA Quarterly Review – April – June 2013

Q. Is it possible to ask the UBS building on Golden Lane to have its rubbish removed during office hours. At present it is taken away (very noisily) any time between 8.15pm and 10.15pm.

A. The Barbican Estate Office has previously spoken with UBS about their collection timings but we will speak with them again. They are within timings allowed by Environmental Health so we are relying on their goodwill.

Q. For the sake of the small birds, can we get rid of the hawk and find a way of removing the pigeons, who are not at all deterred by it - Ken Livingstone managed to rid Trafalgar Square of pigeons, surely we can.

A. The BEO currently takes the following actions:-

- Harris hawk is flown weekly*
- Netting and proofing to prevent nesting on roofs as required.*
- Every issue of Barbicanews has a request to not feed the wildlife.*

Unfortunately neighbouring properties do not all take similar measures. We have asked our contractor if there is anything further we can do.

Q. Would it be possible for messages be put in house lifts with the name and photograph of any agency CPAs or concierges who are being employed on a day basis so we, at least know them, even if they do not know us.

A. Agency/temporary staff are all provided with Barbican Estate name badges (which includes a photo). Temporary staff that are here for long periods will have their photos up on the noticeboards introducing them in the future.

Q. Can we please have plastic message displays in Breton House lifts. It was agreed that these would be in place six months ago.

A. There was a delay with the ordering and delivery of these. These have subsequently been delivered and installed.

Q. Can subtenants be made aware of the minimum standards of living in the Barbican when they take up short term lets? At present, for example,

sublet tenants are hanging out washing on their balconies, banging doors before 6 in the morning and leaving out rubbish at weekends.

A. Subtenants do not contract with the City. Rather the Long Lessee, so effectively their Landlord (the long lessee) should make them aware of Barbican standards. When sub tenants are registered they receive a Welcome Pack from the Barbican Estate Office. That being said, we put out regular reminders to register sub tenants and standards/etiquette expected from residents.

Page 109 of papers – Update Report

Q. When will tiling work on the podium begin again? It seems to have stalled over the summer. Is this a matter of the tiles being the wrong size? Or the result of the very hot summer breaking old tiles. An update would be useful.

A. JB Rineys, the City of London contractor have been working on a large area on Lauderdale Place this summer. This is coming to an end and they will be back working across the estate shortly. Areas are in the process of being prioritised. In the high temperatures, we have notices area “popping up” due to expansion. A tile size has been agreed as outlined in the “You said, we did” update.

Q. City of London Barbican Seating Questionnaire July 2013 sent out under the name of the Transportation and Public Realm Director. Residents ask if we might know the results of the above postal Questionnaire sent to our Barbican Estate apartments during June/ July 2013 and, if permissible, the data collected face to face, by interviewers, from members of the public on St Giles Terrace and Ben Jonson Highwalk during the summer months.

A. Streetscene Officers from the Department of Built Environment are still evaluating the responses – this will be reported to the October Street & Walkways Committee.

Q. Frobisher Crescent. Can we please have an update on the performance of the water/heating system including details of any outages which have occurred during the summer months? Can the City advise us on the arrangements for the on-going maintenance of our 'commercial' water/heating installation once the system has been formally handed over to the City which will only happen after a 'failure free' winter period?

A. Health checks have been taking place with 14 properties remaining due to non replying of the letters. These have been booked in for the check to be

carried out 9/10 September. There are some minor works to be carried out in some properties and this will take place 11/12 September. There have been no outages in the last two months.

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Agenda Item 5

Committee(s):	Date(s):
Residents' Consultation Committee	2 September 2013
Barbican Residential Committee	16 September 2013
Subject:	Public
2012/13 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 2012/13 with the final agreed budget for the year. Total net expenditure during the year was £118,000, whereas the total agreed budget was net expenditure of £368,000, representing an underspend of £250,000. This is summarised in the table below:

Summary Comparison of 2012/13 Revenue Outturn with Final Agreed Budget – Barbican Residential Committee			
	Final Agreed Budget £000	Revenue Outturn £000	Variations Increase/ (Reduction) £000
Local Risk	(2,309)	(2,492)	(183)
Central Risk	(916)	(955)	(39)
Recharges	3,593	3,565	(28)
Overall Totals	368	118	(250)

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 £5.514m, against a total local risk budget of £6.318m, amounting to a total net underspend of £0.804m.
3. The Director of Community and Children's Services is proposing to carry forward £500,000 of his underspend, the maximum sum permitted. These proposals were considered by the Chamberlain in consultation with the Chairman and Deputy Chairman of the Resource Allocation Sub-Committee and agreed, they will be added to the Director's budgets for 2013/14.

Recommendations

4. It is recommended that this revenue outturn report for 2012/13 and the budgets carried forward to 2013/14 are noted.

Main Report

Revenue Outturn for 2012/13

5. Actual net revenue expenditure for your Committee's services during 2012/13 totalled £118,000. A summary comparison of this expenditure with the final agreed budget for the year of £368,000 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 2012/13 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	9,106	8,646	(460)
Income	<u>(11,415)</u>	<u>(11,138)</u>	<u>277</u>
Total	(2,309)	(2,492)	(183)
Central Risk	(916)	(955)	(39)
Recharges	3,593	3,565	(28)
Total	368	118	(250)

6. Annex A provides more detail and explanations of variations for local risk, central risk and recharges, with explanations of variances over £50,000.
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 2012/13 with the outturn for the previous year and to the final agreed budget for 2012/13.

Local Risk Carry Forward 2012/13

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 2012/13 budgets.
11. Including the Community and Children's Services Committee, the Director of Community and Children's Services' overall local risk underspend was £0.804m of which £500,000 (the maximum permitted) has been approved for carry forward to 2013/14.

Chris Bilsland

Ade Adetosoye

Chamberlain

Director of Community &
Children's Services

Contact:

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

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

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**Barbican Residential Committee – Comparison of 2012/13 Revenue
Outturn with Final Agreed Budget**

	Final Agreed Budget £000	Revenue Outturn £000	Variation Increase/ (Decrease) £000
SUMMARY			
Local Risk	(2,309)	(2,492)	(183)
Central Risk	(916)	(955)	(39)
Recharges	3,593	3,565	(28)
COMMITTEE TOTAL	368	118	(250)

LOCAL RISK

Reasons

City Fund				
Supervision and Management – General	510	419	(91)	1
Service Charge Account	99	111	12	
Landlords Services	(1,533)	(1,660)	(127)	2
Car Parking	(202)	(198)	4	
Stores	(344)	(338)	6	
Trade Centre	(921)	(907)	14	
Other Non-Housing	82	81	(1)	
TOTAL LOCAL RISK	(2,309)	(2,492)	(183)	

Reasons for Significant Variations

1. The main decrease comprises the net effect of the following:-
 - A reduction of £48,000 in employee expenses is mainly the result of the re-apportionment of staff time resulting in a reduction in the cost charged to Barbican supervision and management.
 - The balance of £43,000 is the result of a number of small savings, the main ones being communications and computing £12,000 and rent payable £11,000.
2. There are a number of reasons for this reduction, the two main ones being, repairs and maintenance (£39,000), which is set out in Annex B2 and a small increase in rental income (£36,000) than originally forecast.

	Final Agreed Budget £000	Revenue Outturn £000	Variation Increase/(Decrease) £000	Reasons
CENTRAL RISK				
City Fund				
Service Charge Account	(797)	(836)	(39)	
Landlords Services	(201)	(222)	(21)	
Trade Centre	(35)	(19)	16	
Other Non-Housing	117	122	5	
TOTAL CENTRAL RISK	(916)	(955)	(39)	

**Barbican Residential Committee – Comparison of 2012/13 Revenue
Outturn with Final Agreed Budget**

	Final Agreed Budget £000	Revenue Outturn £000	Variation Increase/(Decrease) £000	Reasons
RECHARGES				
City Fund				
Insurance	353	350	(3)	
IS Recharges	111	138	27	
Support Services	459	487	28	
Capital Charges	2,247	2,209	(38)	
Recharges from / (to) other Committees within Fund	423	381	(42)	
TOTAL RECHARGES	3,593	3,565	(28)	

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BARBICAN RESIDENTIAL COMMITTEE - PROGRAMME OF REPAIRS, MAINTENANCE AND IMPROVEMENTS

ITEM	PROJECT	2012/13 Final Agreed Budget	2012/13 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	1,309	1,216	(93)	Repairs demand led
3	Redecorations programme - works	208	177	(31)	Reduced requirement against the budget
5	Upgrade safety/security installations	63	62	(1)	
6	Water supply works	61	31	(30)	Contingency budget not fully required.
	Concrete repairs	156	67	(89)	Some works deferred due to listed building consent and restrictions put in place by Natural England regarding access to external areas
	Electrical testing	10	0	(10)	
	Asbestos encapsulation	40	21	(19)	
	Residual current device socket outlet	11	6	(5)	
11	Emergency Lighting to stairs, corridors and plant rooms	35	29	(6)	
12	Consultants	8	0	(8)	
13	Asset Management	15	0	(15)	
14	Mastic Works	10	0	(10)	
	TOTAL SERVICE CHARGE ACCOUNT	1,926	1,609	(317)	

BARBICAN RESIDENTIAL COMMITTEE - PROGRAMME OF REPAIRS, MAINTENANCE AND IMPROVEMENTS

ITEM	PROJECT	2012/13 Final Agreed Budget	2012/13 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	269	221	(48)	Repairs demand led
17	External redecorations - Soffits (70%)	6	10	4	
	Estate Signage	10	7	(3)	
18	Asbestos works	0	5	5	
19	Upgrade safety/security installations	0	3	3	
	TOTAL SERVICES AND REPAIRS - LANDLORD	285	246	(39)	
	<u>CAR PARKING</u>				
20	Breakdown & emergency/contract servicing	144	146	2	
	TOTAL CAR PARKING	144	146	2	

BARBICAN RESIDENTIAL COMMITTEE - PROGRAMME OF REPAIRS, MAINTENANCE AND IMPROVEMENTS

ITEM	PROJECT	2012/13 Final Agreed Budget	2012/13 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	111	101	(10)	
	TOTAL TRADE CENTRE	111	101	(10)	
	OTHER NON-HOUSING				
23	Breakdown & emergency/contract servicing	2	0	(2)	
	TOTAL OTHER NON HOUSING	2	0	(2)	
	GRAND TOTAL BARBICAN RESIDENTIAL	2,483	2,111	(372)	

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Total Barbican Residential Revenue Accounts

	Actual 2011/12 £'000	Actual 2012/13 £'000	Variance last year B/(W) £'000	Variance last year B/(W) %	Latest Budget 2012/13 £'000	Variance from Budget B/(W) £'000	Variance from Budget B/(W) %
Income							
Customer receipts	11,628	12,279	651	6	12,522	(243)	(2)
Recharges	50	50	0	0	50	0	0
	11,678	12,329	651	6	12,572	(243)	(2)
Direct Costs							
Employees	(3,211)	(3,337)	(126)	(4)	(3,413)	76	2
Premises	(4,710)	(5,274)	(564)	(12)	(5,576)	302	5
Transport	0	0	0	0	(1)	1	100
Supplies and services	(138)	(237)	(99)	(72)	(307)	70	23
	(8,059)	(8,848)	(789)	(10)	(9,297)	449	5
Recharges							
Insurance	(355)	(350)	5	1	(353)	3	1
IS Recharges	(107)	(138)	(31)	(29)	(111)	(27)	(24)
Capital Charges	(1,954)	(2,209)	(255)	(13)	(2,247)	38	2
Support Services	(522)	(487)	35	7	(459)	(28)	(6)
Recharges from/(to) other Committees	(515)	(415)	100	19	(473)	58	12
	(3,453)	(3,599)	(146)	(4)	(3,643)	44	1
Total Costs	(11,512)	(12,447)	(935)	(8)	(12,940)	493	4
Surplus / (Deficit)	166	(118)	(284)	171	(368)	250	68

Supervision & Management Holding Account

	Actual 2011/12 £'000	Actual 2012/13 £'000	Variance last year B/(W) £'000	Variance last year B/(W) %	Latest Budget 2012/13 £'000	Variance from Budget B/(W) £'000	Variance from Budget B/(W) %
Transfer of Recharges to other Accounts							
Service Charge	499	472	(27)	(5)	478	(6)	(1)
Landlords Services	478	446	(32)	(7)	464	(18)	(4)
Car Parking	164	120	(44)	(27)	158	(38)	(24)
Stores	27	16	(11)	(41)	26	(10)	(38)
Trade Centre	14	8	(6)	(43)	13	(5)	(38)
Other Non Housing	16	21	5	31	15	6	40
	1,198	1,083	(115)	(10)	1,154	(71)	(6)
Direct Costs							
Employees	(381)	(338)	43	11	(386)	48	12
Premises	(57)	(55)	2	4	(76)	21	28
Transport	0	0	0	0	(1)	1	100
Supplies and services	(35)	(26)	9	26	(47)	21	45
	(473)	(419)	54	11	(510)	91	18
Recharges							
Insurance	(25)	(23)	2	8	(22)	(1)	(5)
IS Recharges	(107)	(138)	(31)	(29)	(111)	(27)	(24)
Support Services	(522)	(487)	35	7	(459)	(28)	(6)
	(654)	(648)	6	1	(592)	(56)	(9)
Technical Services	0	0	0	0	0	0	0
Service Charge - Cleaning	0	0	0	0	0	0	0
Community & Children's' Services	(71)	(16)	55	77	(52)	36	69
Total Costs	(1,198)	(1,083)	115	10	(1,154)	71	6
Surplus / (Deficit)	0	0	0	0	0	0	0

Service Charge Account

	Actual 2011/12 £'000	Actual 2012/13 £'000	Variance last year B/(W) £'000	Variance last year B/(W) %	Latest Budget 2012/13 £'000	Variance from Budget B/(W) £'000	Variance from Budget B/(W) %	Actual 2011/12 % of Total	Actual 2012/13 % of Total
Customer receipts									
Fees & Charges	13	11	(2)	(15)	15	(4)	(27)		
Long lessees	6,223	6,779	556	9	7,059	(280)	(4)		
Short term tenancies	346	365	19	5	373	(8)	(2)		
Recharges									
Cleaning & Lighting	138	122	(16)	(12)	158	(36)	(23)		
	6,720	7,277	557	8	7,605	(328)	(4)		
Direct Costs									
Employees	(1,998)	(2,139)	(141)	(7)	(2,195)	56	3	30	29
Premises	(3,773)	(4,230)	(457)	(12)	(4,456)	226	5	56	58
Transport	0	0	0	0	0	0	0	0	0
Supplies and services	(34)	(77)	(43)	(126)	(98)	21	21	1	1
	(5,805)	(6,446)	(641)	(11)	(6,749)	303	4	86	88
Recharges									
Insurance	(24)	(25)	(1)	(4)	(24)	(1)	(4)	0	0
Supervision & Management	(499)	(472)	27	5	(478)	6	1	7	6
Technical Services	(413)	(380)	33	8	(391)	11	3	6	5
	(936)	(877)	59	6	(893)	16	2	14	12
Total Costs	(6,741)	(7,323)	(582)	(9)	(7,642)	319	4	100	100
Surplus / (Deficit)	(21)	(46)	(25)	(119)	(37)	(9)	(24)		

Landlords Services

	Actual 2011/12	Actual 2012/13	Variance last year B/(W)	Variance last year B/(W)	Latest Budget 2012/13	Variance from Budget B/(W)	Variance from Budget B/(W)	Actual 2011/12	Actual 2012/13
	£'000	£'000	£'000	%	£'000	£'000	%	% of Total	% of Total
Customer receipts									
Sales	4	21	17	425	5	16	320		
Rent	2,084	2,073	(11)	(1)	2,037	36	2		
Fees & Charges	309	304	(5)	(2)	269	35	13		
Recharges									
Corporate & Democratic Core	50	50	0	0	50	0	0		
	2,447	2,448	1	0	2,361	87	4		
Direct Costs									
Premises	(488)	(394)	94	19	(431)	37	9	20	15
Supplies and services	(57)	(122)	(65)	(114)	(146)	24	16	2	5
	(545)	(516)	29	5	(577)	61	11	22	20
Recharges									
Capital Charges	(1,108)	(1,340)	(232)	(21)	(1,383)	43	3	46	52
Insurance	(205)	(203)	2	1	(206)	3	1	8	8
Supervision & Management	(478)	(446)	32	7	(464)	18	4	20	17
Service Charge Account	(79)	(48)	31	39	(87)	39	45	3	2
Technical Services	(14)	(27)	(13)	(93)	(14)	(13)	(93)	1	1
	(1,884)	(2,064)	(180)	(10)	(2,154)	90	4	78	80
Total Costs	(2,429)	(2,580)	(151)	(6)	(2,731)	151	6	100	100
Surplus / (Deficit)	18	(132)	(150)	833	(370)	238	64		

Car Parking

	Actual 2011/12 £'000	Actual 2012/13 £'000	Variance last year B/(W) £'000	Variance last year B/(W) %	Latest Budget 2012/13 £'000	Variance from Budget B/(W) £'000	Variance from Budget B/(W) %
Customer receipts							
Fees & Charges	76	82	6	8	78	4	5
Rental Income	1,132	1,257	125	11	1,232	25	2
	1,208	1,339	131	11	1,310	29	2
Direct Costs							
Employees	(832)	(860)	(28)	(3)	(832)	(28)	(3)
Premises	(230)	(269)	(39)	(17)	(267)	(2)	(1)
Supplies and services	(8)	(12)	(4)	(50)	(9)	(3)	(33)
	(1,070)	(1,141)	(71)	(7)	(1,108)	(33)	(3)
Recharges							
Capital Charges	(173)	(183)	(10)	(6)	(179)	(4)	(2)
Insurance	(8)	(8)	0	0	(8)	0	0
Supervision & Management	(164)	(120)	44	27	(158)	38	24
Service Charge Account	(51)	(40)	11	22	(62)	22	35
Technical Services	(8)	(14)	(6)	(75)	(7)	(7)	(100)
	(404)	(365)	39	10	(414)	49	12
Total Costs	(1,474)	(1,506)	(32)	(2)	(1,522)	16	1
Surplus / (Deficit)	(266)	(167)	99	37	(212)	45	21
Net Expenditure before Capital charges	(93)	16			(33)		
as a %age of Income	(8)	1			(3)		

Stores

	Actual 2011/12 £'000	Actual 2012/13 £'000	Variance last year B/(W) £'000	Variance last year B/(W) %	Latest Budget 2012/13 £'000	Variance from Budget B/(W) £'000	Variance from Budget B/(W) %
Customer receipts							
Fees & Charges	0	0	0	0	0	0	0
Rental Income	336	342	6	2	350	(8)	(2)
	336	342	6	2	350	(8)	(2)
Direct Costs							
Premises	(4)	(4)	0	0	(6)	2	33
	(4)	(4)	0	0	(6)	2	33
Recharges							
Capital Charges	(151)	(164)	(13)	(9)	(163)	(1)	(1)
Supervision & Management	(27)	(16)	11	41	(26)	10	38
Service Charge Account	(8)	(8)	0	0	(6)	(2)	(33)
Technical Services	(2)	(3)	(1)	(50)	(2)	(1)	(50)
	(188)	(191)	(3)	(2)	(197)	6	3
Total Costs	(192)	(195)	(3)	(2)	(203)	8	4
Surplus / (Deficit)	144	147	3	2	147	0	0
Net Income before Capital charges	295	311			310		
as a %age of Income	88	91			89		

Trade Centre

	Actual 2011/12 £'000	Actual 2012/13 £'000	Variance last year B/(W) £'000	Variance last year B/(W) %	Latest Budget 2012/13 £'000	Variance from Budget B/(W) £'000	Variance from Budget B/(W) %
Customer receipts							
Fees & Charges	17	19	2	12	35	(16)	(46)
Rental Income	1,039	1,012	(27)	(3)	1,045	(33)	(3)
	1,056	1,031	(25)	(2)	1,080	(49)	(5)
Direct Costs							
Premises	(79)	(105)	(26)	(33)	(117)	12	10
Supplies and services	(4)	0	4	100	(7)	7	100
	(83)	(105)	(22)	(27)	(124)	19	15
Recharges							
Capital Charges	(461)	(461)	0	0	(461)	0	0
Insurance	(73)	(72)	1	1	(73)	1	1
Supervision & Management	(14)	(8)	6	43	(16)	8	50
Technical Services	(7)	(1)	6	86	(7)	6	86
	(555)	(542)	13	2	(557)	15	3
Total Costs	(638)	(647)	(9)	(1)	(681)	34	5
Surplus / (Deficit)	418	384	(34)	(8)	399	(15)	(4)

Other Non Housing

	Actual 2011/12 £'000	Actual 2012/13 £'000	Variance last year B/(W) £'000	Variance last year B/(W) %	Latest Budget 2012/13 £'000	Variance from Budget B/(W) £'000	Variance from Budget B/(W) %
Customer receipts							
Fees & Charges	20	10	(10)	(50)	19	(9)	(47)
Rental Income	29	4	(25)	(86)	5	(1)	(20)
	49	14	(35)	(71)	24	(10)	(42)
Direct Costs							
Premises	(79)	(217)	(138)	(175)	(223)	6	3
	(79)	(217)	(138)	(175)	(223)	6	3
Recharges							
Capital Charges	(61)	(61)	0	0	(61)	0	0
Insurance	(20)	(19)	1	5	(20)	1	5
Supervision & Management	(16)	(21)	(5)	(31)	(15)	(6)	(40)
	(97)	(101)	(4)	(4)	(96)	(5)	(5)
Total Costs	(176)	(318)	(142)	(81)	(319)	1	0
Surplus / (Deficit)	(127)	(304)	(177)	(139)	(295)	(9)	(3)

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Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 02 September 2013 16 September 2013
Subject: Residents' Survey Results May 2013	
Report of: The Director of Community and Children's Services	Public For Information
Ward (if appropriate):	
<p><u>Executive Summary</u></p> <p>This report informs the committee of the results of the Residents Satisfaction Survey which was undertaken in May 2013.</p>	

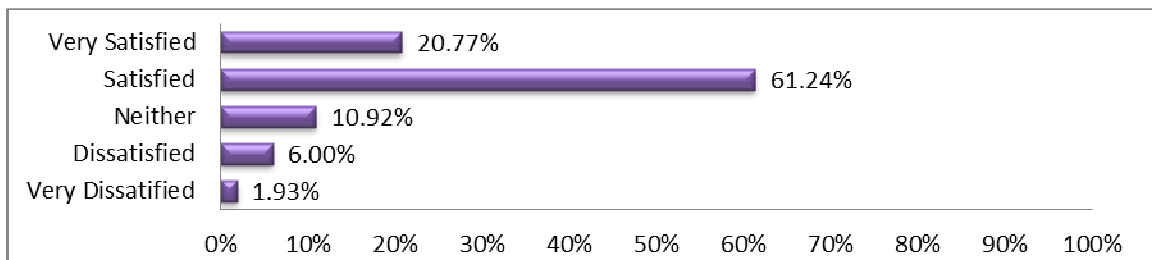
Background

1. In May 2013 a residents' satisfaction survey was undertaken to gauge current satisfaction levels with the services provided or managed by the Barbican Estate Office. A copy of the survey form is attached as Appendix 1.
2. There was a review of the residents' survey in 2013 and this was the first survey to be online, with paper copies advertised as being available on request.
3. The survey asked residents to rate services against one of five criteria: very satisfied, satisfied, neither, dissatisfied and very dissatisfied.
4. An additional field at the end of the survey enabled residents to add their comments. A selection of these comments both positive and negative, are detailed in the relevant sections. As with previous surveys, all comments received were circulated to staff and service providers. This was very motivational to them as they felt their efforts were valued and highlighted behaviours which residents appreciated as well as common themes and trends that needed to be addressed.
5. The response rate of 467 was made up of 463 online entries and 4 in paper format. This equates to 23% of households.

6. The overall satisfaction levels were 72% for all responses in the satisfied or very satisfied categories with 11% being neither satisfied or dissatisfied.
7. The percentages in each section below are calculated on the responses entered into very satisfied, satisfied, neither, dissatisfied and very dissatisfied categories.
8. The results of the survey have been published in the July 2013 edition of the resident’s newsletter, Barbicanews, and on the internet in the Barbican section of the City of London website.

Current Position

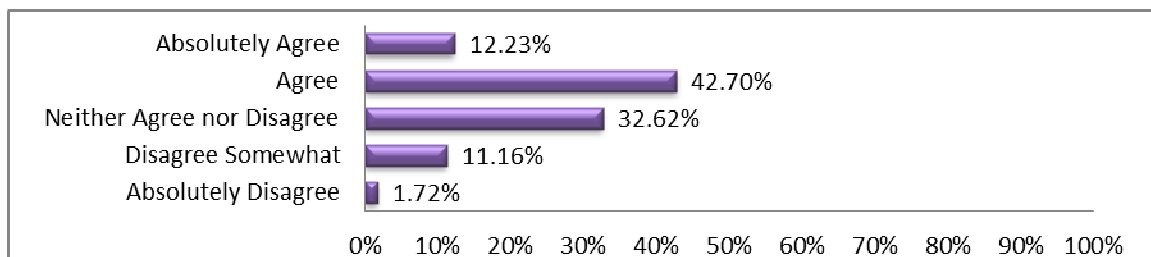
9. **Customer Care** –The result of 82% was achieved in the “satisfied” or “very satisfied” categories.



“The quality of estate management and overall relationships with the Estate Office have considerably deteriorated over the 33 years I have been resident here”

“I am very satisfied with the upkeep of the estate and the professionalism of the staff”

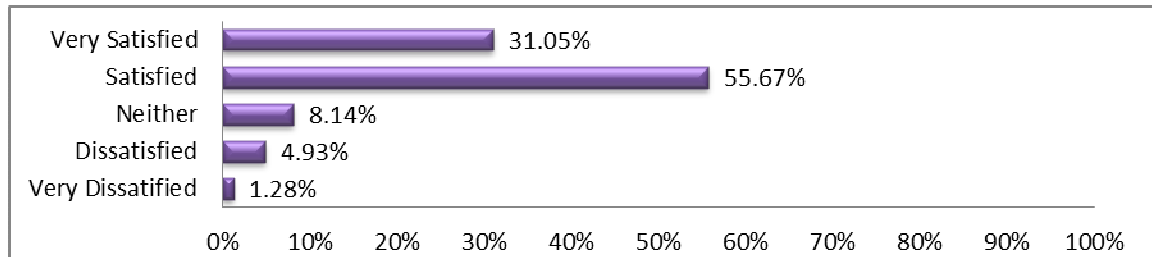
10. **Value for Money** - 55% of responses “absolutely agreed” and “agreed” with the statement that the Barbican Estate Office provides value for money in managing the estate.



“CPAs offer best value for money on the estate.”

“When invoicing service charge, can the large projects be shown separately so we can check against the prices quoted?”

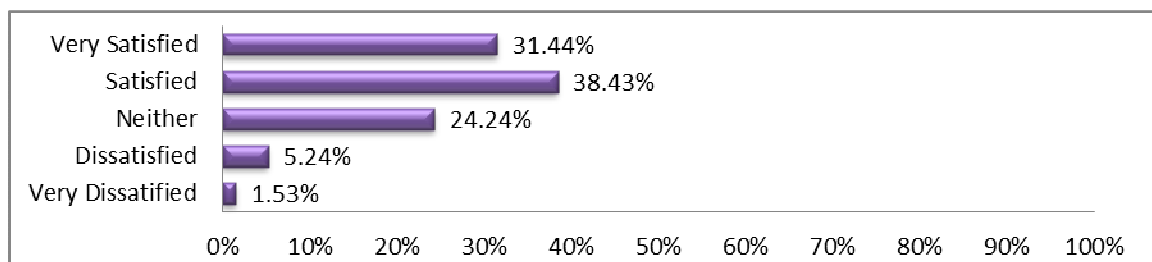
11. **Communications** - 87% was achieved in the “satisfied” or “very satisfied” categories in the methods of keeping the Barbican residents informed about matters that concern them with 8% being “neither satisfied or dissatisfied”.



“The Estate Office has an old-fashioned way of communicating, more like sending memos via email”

“Well done for an online survey.”

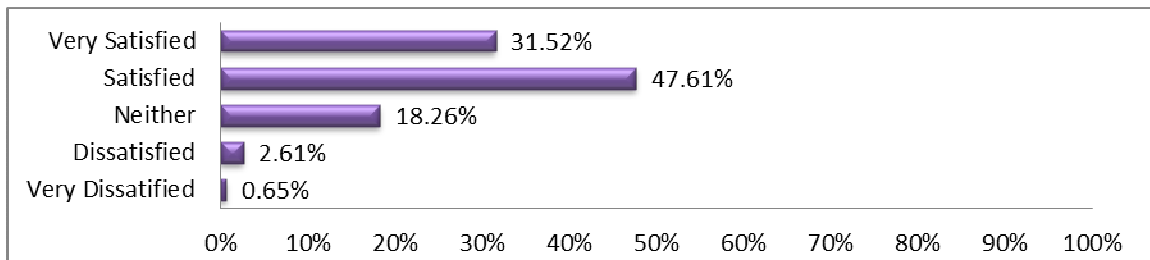
12. **House Officers** –70% satisfaction was achieved with 24% “neither satisfied or dissatisfied”.



“I have also found that our house officer actions things without discussing the original complaint/issue”

“Our house officer is excellent. She works very hard on our behalf and handles difficult problems with diplomacy”

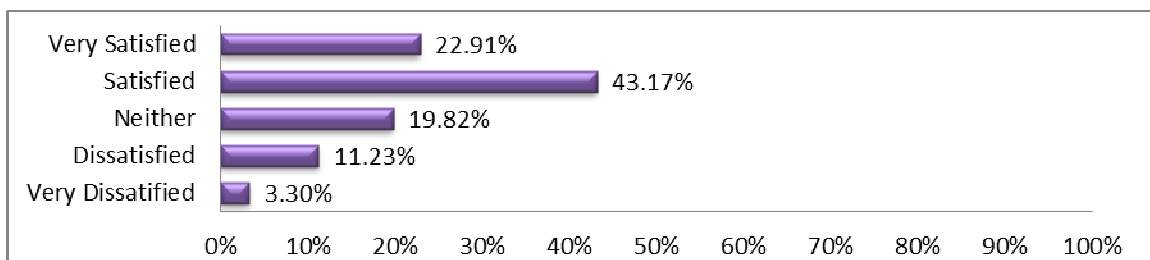
13. **Barbican Estate Office Reception** – A result of 79% was achieved in the “satisfied” or “very satisfied” categories in the way the Reception deals with their general enquiries.



“It would be helpful if the Estate Office was open after 5pm, say on one night of the week”

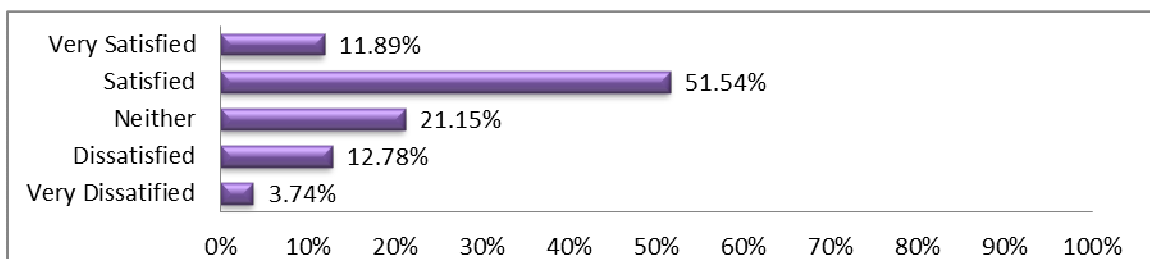
“On plus side, all estate office and house personnel are courteous and helpful and Barbican remains a safe and secure and enjoyable environment.”

14. Property Maintenance – A result of 66% was achieved in the “very satisfied” or “satisfied” with the way Repairs Contact Centre dealt with the residents call for repair issues.



“Communication links with Barbican Repairs Dept are patchy at best. Sometimes it is super-efficient; other times, there's just a black hole of nothing in relation to outstanding matters.”

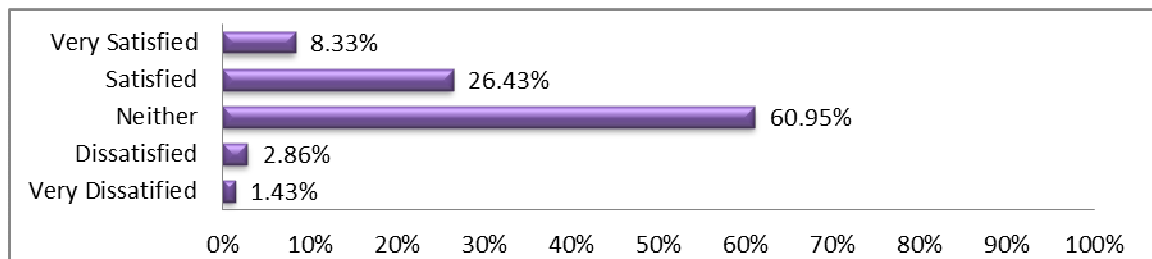
15. Property Maintenance in communal areas- 63% satisfaction was achieved with 18% registering as “neither satisfied or dissatisfied”.



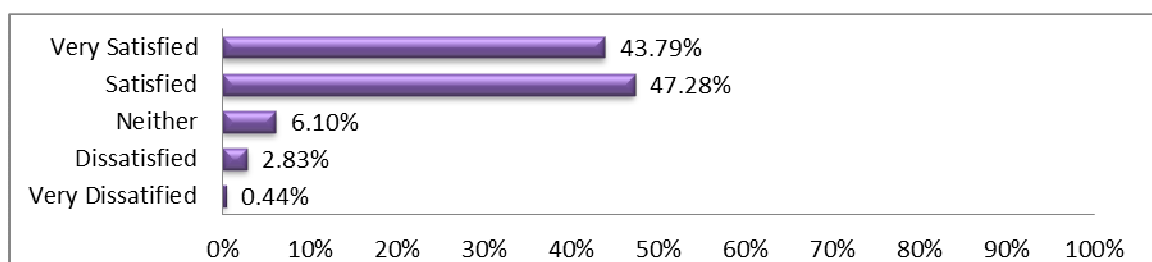
“I have also experienced slowness in responding to repairs of communal facilities.”

“We continue to keep a close eye on the repairs service as we regard this as a vital service to residents and one which we value.”

16. **Out of Hours Emergency Service** - A result of 35% was achieved in the “very satisfied” or “satisfied” categories of how they dealt with their emergency repairs with “neither satisfied or dissatisfied” achieving a total of 61%.
17. In future surveys, the choices of responses must be amended, changing the response of “neither” to “not used this service” in order to give a true reflection of the standard of service received.



18. There were no comments specifically about the Out of Hours Emergency Service.
19. The Barbican Estate Office will publish further information about the Out of Hours Services and how residents can contact the Duty Manager.
20. **Communal Area Cleaning** - 92% was achieved in the “very satisfied” or “satisfied” categories.

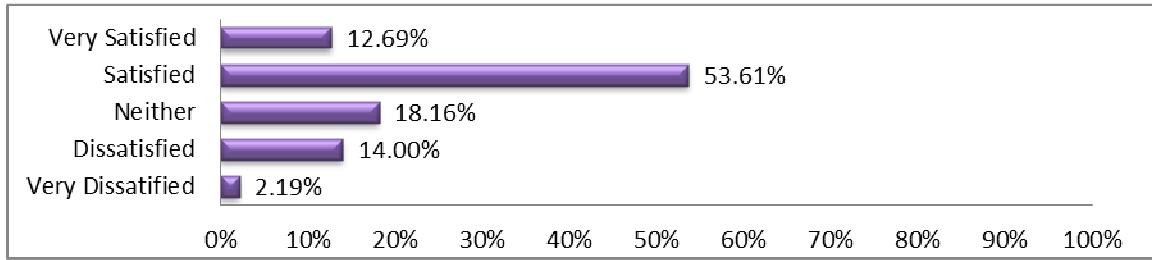


“cleaning team provide a great service”

“Walkways needs more cleaning”

“Overall – pretty good. I’d like to see lakes and parks cleaning at the weekend, when they’re actually in use by residents”

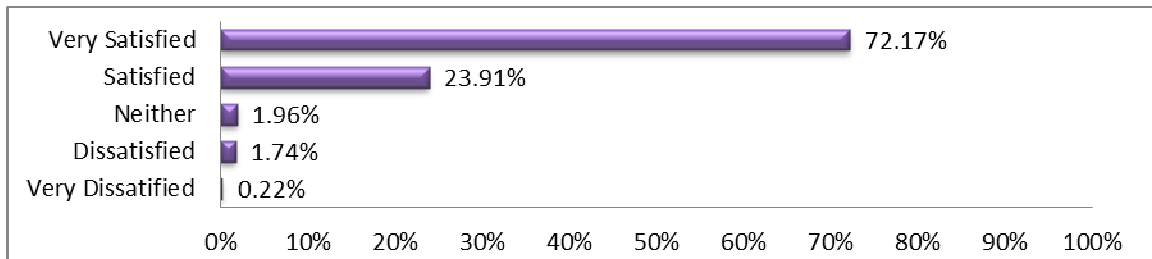
21. **Window Cleaning** - 66% was achieved in the “very satisfied” or “satisfied” categories with 18% being “neither satisfied or dissatisfied”.



“Would be nice if the windows got more frequent scrub in the spring/summer when there's enough light to see the dirt.”

“Window cleaning is v good some times and then they have a bad day”

22. **Estate Concierge team** – A result of 96% was achieved in the “very satisfied” or “satisfied” categories.

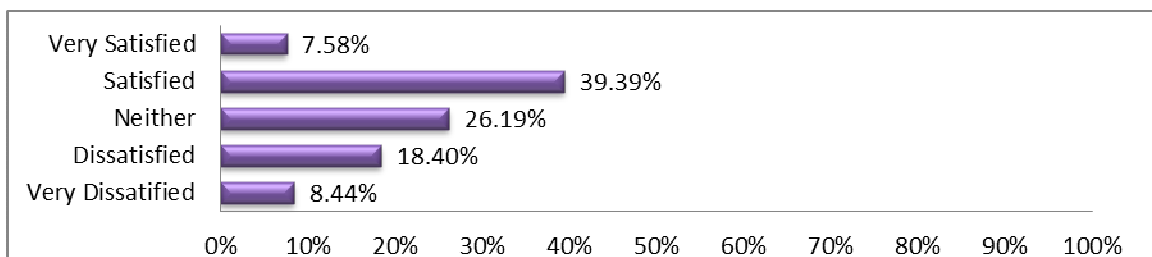


“Would be nice to improve security - have parking attendants check doors are closed, get engineering to check closing mechanisms, look at getting video entry”

“The car park attendants are superb - always there, always friendly, keeping an eye on many things. Makes me feel safe and I am sure this is a reality - they are the eyes and ears of the estate.”

23. **Major Works** - 47% was achieved in the “very satisfied” or “satisfied” categories with project works, such as external re-decorations, provided by the Property Services Team. 26% were “neither satisfied or dissatisfied”.

24. It should be noted that a lot of residents’ comments for this section related to the Beech Gardens Project.

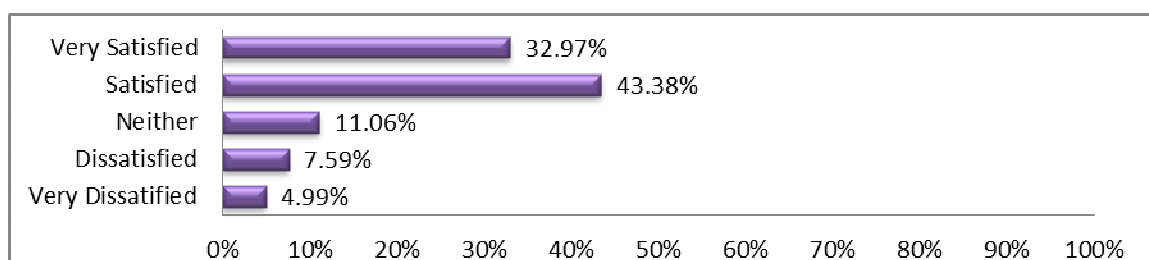


“Quality of preparation for repainting Blocks, esp metal railings needs more attention”

“Sometimes things are slow to happen (major works) and even minor repairs. There often is a good reason - but it's not communicated unless you ask.”

25. **Gardens & Lakes** - 76% satisfaction with the way the gardening team look after the lakes and gardens within the Barbican Estate.

26. Many of the comments referred to the Beech Gardens project.



“Gardens: I would like to see less bedding plants and more permanent planting”

“The lake and waterfall could benefit from a spring clean.”

Residents' Comments

27. At the end of the May 2013 survey, residents were asked if they had any further comments, queries or suggestions regarding the services provided to them.

28. **Beech Gardens Project** – Whilst not an item that is paid for directly by residents through their service charge, the majority of comments concerned the Beech Gardens Project. It is therefore appropriate to include a selection of these comments.

“We are unhappy about the long term dereliction of the podium area below John Trundle, Bunyan and Bryer”

“My dissatisfaction is largely a result of the state of the Beech Gardens”

“The Beech Gardens project lapse dominates the year: until it is resolved, communications from the BEO to the residents about it needs improvement”

“I am dispirited that the garden outside Bunyan and John Trundle has been left devastated for so long.”

“I do miss the pond and landscaping outside Bryer Court, and greatly look forward to its re-instatement. It’s a big loss for such a long period, though I know nothing can be done about it.”

29. Out of the 332 comments received, the most popular topics to be mentioned were the Beech Gardens Project and Repairs & Major Works. The least mentioned topic was Service Charges which only had three comments.
30. The House Officers have prepared this report. They have reviewed all the comments received and made the selections for this report. Where necessary they have also followed up if action was required.

Conclusion

31. Where residents have made specific comments or queries on the survey form, the House Officers have addressed these on an individual basis. Although as the BEO does not know who made the comments, we have not responded individually.
32. General comments and common themes and trends have been fed back to the individual service providers and included within the Service Level Agreement Action Plans.
33. Satisfaction levels are high but we will aim to improve service levels where results have identified areas of concern by ongoing stringent monitoring of the Service Level Agreements, block and estate inspections, monthly meetings with the service providers and responding to residents’ comments.
34. A further review of response categories will occur before the BEO sends the next resident survey.

RECOMMENDATION

- (i) That the Committee note the contents of this report.

Background Papers:

October 2004 Residents Satisfaction Survey

October 2005 Residents Satisfaction Survey

March 2007 Residents Satisfaction Survey

May 2009 Residents Satisfaction Survey

March 2011 Residents Satisfaction Survey

Contact Officer:

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Resident Survey May 2013

Barbican Estate Office

- Overall, how satisfied or dissatisfied are you with the services provided by the Barbican Estate Office in managing the Barbican Estate?

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

- Overall, to what extent do you agree with the statement that “the Barbican Estate Office provides good value for money in managing the Barbican Estate”?

Absolutely Agree Agree Somewhat Neither Agree nor Disagree Disagree Somewhat Absolutely Disagree

Customer care

- Generally, how satisfied or dissatisfied are you with the way the Barbican Estate Office keeps you informed about issues that may affect you eg Barbicanews/ email broadcasts/ notice boards/ website etc?

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

- How satisfied or dissatisfied are you with the way your House Officer deals with your general enquiries?

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

- How satisfied or dissatisfied are you with the way Reception deals with your general enquiries?

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

Property Maintenance

- Generally, how satisfied or dissatisfied are you with the way the Repairs Contact Centre deals with your repairs and maintenance?

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

- **Generally, how satisfied or dissatisfied are you with the repairs to the communal areas of your block?**

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

- **Generally, how satisfied or dissatisfied are you with the way the Out-Of-Hours Duty Manager deals with your emergency repairs?**

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

Estate Services

- **Generally, how satisfied or dissatisfied are you with the communal area cleaning service provided by your cleaner?**

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

- **Generally, how satisfied or dissatisfied are you with the window cleaning service provided by the window cleaning team?**

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

- **Generally, how satisfied or dissatisfied are you with the service provided by the Estate Concierge team (Lobby Porter or Car Park Attendant)?**

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

Major Works

- **Generally, how satisfied or dissatisfied are you with project works, such as external re-decorations, provided by the Property Services Team for the Barbican Estate Office?**

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

Gardens & Lakes

- **Generally, how satisfied or dissatisfied are you with the way the gardening team look after the lakes and gardens within the Barbican Estate?**

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

- **Do you have any further comments/ queries/ suggestions regarding the services provided to you?**

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.....

Committee(s):	Date(s):
Residents' Consultation Committee Barbican Residential Committee	2 September 2013 16 September 2013
Subject: Barbican Estate Background Underfloor Heating System	For Decision
Report of: Director of Community & Children's Services	Public

Summary

1. The background underfloor heating system at the Barbican Estate is a heat store system (similar in principle to night storage heaters) and takes advantage of an off-peak electricity tariff during the 13-hour charging period.
2. On 25 September 2006 your committee approved the recommendation to continue with the existing arrangements for maintenance and servicing of the background underfloor heating system.
3. The background underfloor heating system continues to function well with limited repairs/replacement of controls and heating mats.
4. United Kingdom Power Networks (UKPN), the local distribution company, gave notice they would cease to maintain the Cyclo-Control (control and switching) system beyond 1 October 2013. Talks have taken place with UKPN and measures are in place to ensure that the system remains operational until March 2015.
5. EDF Energy, the current electricity supplier, intends to withdraw from their contract with the City of London Corporation (COLC). COLC are negotiating with EDF on the termination date, currently January 2014. EDF have already indicated that they could not in future supply electricity under an extended off-peak arrangement.
6. In the short term it will be necessary to tender a contract for the supply of electricity for the background underfloor heating system from January 2014 with potential for increased tariffs and/or reduced operating times whilst potential alternative systems are explored.
7. The Barbican Sustainability Working Party (SWG) has been reviewing the current situation. It is now evident that a Working Party should be set up to focus on the issues faced by the City and residents and to review the future of the current background heating system and to consider other potential methods of background heating.

Recommendation

8. It is recommended that a Residents' Consultation Committee Working Party be set up to review the current background underfloor heating system and potential alternatives, and that funds be made available to employ a consultant.

Main Report

Background

9. The electric background underfloor heating system on the Barbican Estate has been in existence for over 40 years and has been an integral part of the electrical services provided to flats during this time.
10. The background underfloor heating system remains unchanged from its original design. A high standard of maintenance, servicing and minor repairs has enhanced the life of the system.
11. With the approval of your committee on 26 February 2004 a full technical survey was undertaken by specialist consultants NIFES Consulting Group following a successful tender bid. The purpose of their survey was to determine the life expectancy of the existing system and to consider possible replacement heating systems taking into consideration latest legislation, best practice and modern techniques. The survey was completed on 19 May 2006.
12. The survey concluded that the existing background heating system, embedded electric heating cables on an off-peak supply, was the most appropriate for the Barbican Estate at that time.

Current Position

13. The background underfloor heating system continues to function well with limited repairs/replacement of controls and heating mats. A total of £87,646 has been spent on parts and repairs by external contractors since 2006. The Resident Engineers also carry out limited repairs and adjust the temperature of individual flats and attend to approx. 250 calls per annum.
14. EDF Energy and UKPN were formerly part of London Electricity Board (LEB). The current contract for the supply of electricity was taken out in 1982 with LEB and provides for a 13-hour off-peak charging period with prices per kWh fixed every 2 years. However,

due to the changes in the electrical supply industry, UKPN and EDF Energy now operate as separate companies.

15. There is no formal agreement between either EDF and UKPN to maintain the Cyclo-Control or indeed between UKPN and CoLC. The Cyclo-Control system will therefore cease to be supported by UKPN from 1 October 2013. Talks have taken place with UKPN and measures are in place to ensure that the system could be maintained and remains operational until March 2015.
16. The Department of Built Environment has installed replacement Cyclo-Control transmitters as part of their Street lighting management system and the Barbican Estate is able to take advantage of this arrangement and it is feasible for the heating to be controlled by the new transmitters. There is still an issue in terms of being able to communicate and retrieve information from the new transmitters but this is not considered to be a major concern and is currently being evaluated.
17. EDF Energy have stated that they intend to withdraw from the electricity supply agreement with the COLC for the supply of electricity to the background underfloor heating system. This is in accordance with the termination notices contained within the original contract set up with LEB. The COLC are negotiating with EDF on the termination date which is currently set to be January 2014. EDF have already indicated that they could not supply electricity at the current rates for future contracts.
18. Initial investigations suggest that any new supplier would most likely only offer a single 7-hour overnight tariff; any supply to top-up heating levels outside that period would be at a much higher day unit rate.
19. In the short term it will be necessary to tender a contract for the supply of electricity for the background underfloor heating system from January 2014. The length of the contract is yet to be determined.
20. The Barbican SWG was set up in 2011 is made up of members of the BRC, RCC, Barbican Association Sustainability Group and officers. The remit of the SWG is generating and evaluating proposals to make the Barbican Estate more sustainable, with particular reference to reducing its carbon emissions.
21. The Barbican Estate Office recommends that the way forward is to form a separate working party to look at the current and long-term

issues. The Working Party would focus on two areas: firstly, the immediate issue concerning the future energy supplier, and secondly, to review the background underfloor heating system and future directions of travel including provision of provide alternative options for your committee to consider.

22. An options appraisal will be carried out by a specialist consultant and below are some of the broad areas the Working Party will need to consider as part of the consultants' brief:

- Maintain the current system as it is
- Maintain and optimise the existing system (eg using forecast weather conditions rather than current temperatures to determine the electrical charge, spreading the charge more evenly over 24 hours, splitting the charge between background and top-up heating, controlling individual room and/or flat temperature)
- Thermal/fabric improvements eg insulation to soffits and flats
- Alternative heating sources eg Citigen
- Funding options and lease considerations

23. Once agreed, your committee will be provided with a further report detailing the areas to be covered by the options appraisal and indicative consultants' costs for your approval. Procurement of the consultant will be in accordance with the City's procurement regulations.

Financial Implications

24. Background underfloor heating maintenance and electricity costs are recoverable under the lease. Currently the annual cost of electricity for heating is estimated at around £1.7 million a year with the average cost of around £850 per flat. The charges range from approx. £360 for small bedsit to £1,250 for a tower flat and up to £3000 for a large penthouse. Maintenance costs since 2006 total £87,646. This excludes the time spent on the system by the Resident Engineers.

25. As the system is a communal system no Vat is chargeable to the service charge.

26. The Working Party will determine the options to be considered before engaging a consultant. Costs of the consultant will be dependent on the

options to be considered and these costs will be recovered through the service charge

Legal Implications

27. The Lease requires the provision of underfloor or other suitable alternative background heating to the flats from the first day of October in each year to the 30th day of April in the year immediately following and at other reasonable times. The cost of the provision of such background heating is picked up in the service charges in the usual way.

Consultees

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

Contact:

Mike Saunders

Asset Manager

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Committee(s):	Date(s):
Planning and Transportation Barbican Residential Committee	17 September 2013 16 September 2013
Subject: Management of Public Lifts and Escalators Adjoining Barbican Estate	Public
Report of: City Surveyor (CS 291/13)	For Information
Summary	
<p>This report is to advise your Committee of the actions proposed to improve the system of performance monitoring, fault reporting, repair and maintenance and cleaning of those public lifts and escalators adjoining the Barbican Estate.</p>	
Recommendation(s)	
Members are asked to:	
<ul style="list-style-type: none"> • Note the report 	

Main Report

Background

1. Responsibility for the management and maintenance of the public lifts and escalators within the City falls within the remit of the Planning and Transportation Committee and is exercised by City Surveyor's Department. A full list of the city's public lifts and escalators is appended to this report. (Appendix 1)
2. On behalf of the City of London Corporation I have under my responsibility some 260 lifts, escalators and cradles in Operational and Investment Properties. These include the management and maintenance of the 12 public lifts and 3 escalators which fall within the remit of the Planning and Transportation Committee.
3. The proposals contained within this report relate only to those 6 public lifts and 3 escalators adjoining the Barbican Estate (Appendix 2).
4. These installations vary in type, quality and manufacturer. Each is subject to a repair and maintenance and service contract with Apex Lifts. They each receive a monthly service programme and yearly insurance inspection and any necessary works identified are carried out.

5. The current regime for managing the lifts and escalators adjoining the Barbican Estate is by means of a corporate maintenance and service contract which commenced in July 2012 and operates for a period of 5 years, with the option of extending if the maintenance contractor, Apex Lifts, demonstrates satisfactory performance. It includes for the provision of all mandatory, statutory and safety tests and inspections and for the regular planned maintenance to all lifts and escalators.
6. The maintenance contract covers all necessary reactive repairs resulting from faults and breakdowns. Cyclical works of upgrading or improvement are planned in advance to suit the needs of the installation.
7. By nature of their location, external public lifts and escalators are subject to a more arduous environment than the general lift stock, e.g. extremes of weather, graffiti, unwanted abuse, etc. and are predominantly at unmanned locations.

Current Position

8. The isolation of these lifts and escalators from the Guildhall and not having an on-site manned presence has historically made them problematical to manage and monitor.
9. Each lift and escalator is fitted with Electronic Monitoring Units (EMU's) which operate for 24 hours, 365 days and are now electronically linked to Apex Lifts who are immediately informed when a lift or escalator has suffered a failure.
10. Apex Lifts are required to respond within contracted service response times of 30 minutes for an acute call out e.g. entrapment and 2 hours for an emergency breakdown.
11. It is appreciated that lifts and escalators out of service cause great inconvenience to those less able to use stairs, particularly the elderly, those with disabilities and those with young families.
12. Members will be aware that recently a number of faults to some of these lifts and escalators have been followed by delays in attendance by the contractor to diagnose and effect the necessary remedial action. In addition the contractor has failed to erect suitable signage when attending breakdowns.
13. My Contract Management Team have met with Apex Lifts and the following actions have been agreed with Apex to improve the service:-
 - With EMU's in place, direct communication from the lift to the Apex Service Desk to speed response times via email alerts
 - Review of critical spares to increase stock levels to reduce out of service times.
 - Daily reports through to the City Surveyors Department (CSD) Property Service Desk and the CSD Technical Advisory Group highlighting any problem public lifts and escalators.

- Chasing and follow up by the Property Service Desk for any lift or escalator out of service more than 24 hours.
- Apex has new laminated notices that will be left on the lift or escalator if after a visit from an engineer the lift remains out of service.

14. Contract Performance Management and Financial Deduction

- Contractor performance is monitored by the monthly measurement of 10 Key Performance Indicators (KPI's).
- For the first year of the contract the contractor has to achieve satisfactory performance against 7 of the 10 KPI's per monthly period.
- There is an improvement target in the contract and from year 2 the contractor has to achieve 8 of the 10 KPI's per monthly period and in the 3rd, 4th and final year the contractor has to achieve 10 out of 10 KPI's per monthly period.
- If the contractor fails to achieve the contracted KPI target then a performance deduction of 25% of profit is made from the payment due. If the failure continues to the next period then the performance deduction increases to 50% of profit from the payment due.
- Three consecutive periods of failure will instigate a formal "Contract Review" and a remedy open to the City of London Corporation is the right to terminate the contract.
- For the month of July 2013, period one of year 2 of the contract, Apex achieved 7 out of 10 KPI's and failed against the target of 8 out of 10 KPI's. Accordingly a performance deduction of 25% of profit was made by the City from the payment due and Apex have received a formal request to provide an action plan on how they will achieve the required target of 8 out of 10 KPI's.
- To ensure that Apex Lifts are able to satisfactorily perform the contract as required by the City, my Contract Management Team is working closely with Apex Lifts to identify their recent under performance.

15. General Cleaning Regime

- To compound the problems caused by the location of the public lifts and external escalators, the area surrounding the Barbican Centre is currently subject to extensive construction works for new offices, flats and Crossrail works and this is causing additional amounts of dirt and dust.
- The current cleaning regime for the lifts and escalators is that they are cleaned on a fortnightly basis.
- Due to these circumstances described, I have instructed our cleaning contractor to instigate a weekly cleaning regime and in addition urgently undertake a deep clean of the public lifts and repeat every 6 months for the duration of these intensive construction works.

Corporate & Strategic Implications

16. The proposals contained within this report relate to the Community Strategy in the following ways;
- Good Transport for a Thriving City – *to improve the “pedestrian experience”*
 - An Inclusive and Outward Looking City – *enhancing accessibility.*

Implications

17. The additional weekly cleaning costs for the public lifts adjoining the Barbican Estate can be contained within my local risk budget and this will be monitored.

Conclusion

18. The location of 12 external public lifts and 3 escalators are subject to a more arduous environment than the general lift stock, e.g. extremes of weather, graffiti, unwanted abuse etc. and are predominately at unmanned locations.
19. In addition the area surrounding the 6 public lifts and 3 external escalators surrounding the Barbican Estate is currently subject to extensive construction work which is causing cleansing challenges.
20. Members will be aware that recently a number of faults to some of these lifts and escalators have been followed by delays in attendance by our corporate contractor to diagnose and affect the necessary remedial outcome.
21. My Contract Management Team regularly meets with the contractor and have recently deducted 25% of profit due to the contractor for non-performance. In addition the Contract Management Team has instructed the contractor to provide an Action Plan on what the contractor will be doing to prevent further poor performance.
22. In order to mitigate the current problems caused to the lifts by the cleansing challenges, I have instructed our corporate cleaning contractor to increase the fortnightly cleaning regime to a weekly cleaning regime for the duration of the intensive adjacent construction works.

Appendices

- Appendix 1 – City of London Corporation Public Lifts and Escalators
- Appendix 2 – City of London Corporation Public Lifts and Escalators Adjoining the Barbican Estate

Background Papers:

None

George Stilgoe

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APPENDIX 1

City of London Corporation Public Lifts and Escalators

Location	Year Installed
Public Lifts	
Moor House	2005
Speed House (Corner of Fore St and Silk St)	2007
Wood Street	2008
1 London Wall, East Pavilion	2003
1 London Wall, West Pavilion	2003
Little Britain	Modernised 2007
Atlantic House, Holborn Viaduct	2001
Pilgrim Street	1992
Millennium Bridge Inclinorator	2012
Tower Place	2002
Tower Place Scenic Lift	2002
Tower Bridge Under Span	2012 (To be handed back to CoL Sept 2013)
Escalators	
Moorgate Public Escalator (Up)	1973
1 London Wall Public Escalator (Down)	2003
1 London Wall Public Escalator (Up)	2003

APPENDIX 2

City of London Corporation Public Lifts and Escalators Adjoining the Barbican Estate

Location	Year Installed
Public Lifts	
Moor House	2005
Speed House (Corner of Fore St and Silk St)	2007
Wood Street	2008
1 London Wall, East Pavilion	2003
1 London Wall, West Pavilion	2003
Little Britain	Modernised 2007
Escalators	
Moorgate Public Escalator (Up)	1973
1 London Wall Public Escalator (Down)	2003
1 London Wall Public Escalator (Up)	2003

<p>Committee(s): Policy and Resources Committee Barbican Residential Committee</p>	<p>Date(s): 19 September 2013 16 September 2013 (For Information)</p>
<p>Subject: Willoughby Highwalk</p>	
<p>Report of: Comptroller and City Solicitor</p>	<p>Public: For Decision</p>
<p>Ward (if appropriate): Bassishaw</p>	
<p><u>Summary</u></p>	
<p>This report seeks approval, from the perspective of the City as owner of the Willoughby Highwalk City Walkway and supporting structure, to arrangements for the removal and reinstatement of the bridge link between Willoughby Highwalk and the Podium around St Alphage House, in connection with the redevelopment of St Alphage House.</p> <p>The bridge itself is a City Walkway/Highway structure under the remit of Planning and Transportation Committee. That Committee is also responsible for the rights of way over the Highwalk structure but it does not own the actual structure. The structure was appropriated for housing purposes following construction of the Barbican. However, it is not part of the residential premises within the remit of Barbican Residential Committee, nor within the social housing remit of Children and Community Services Committee. It therefore falls under the general oversight of the Policy and Resources Committee.</p> <p>It is recommended that approval be agreed to enable the arrangements for the reinstatement of the bridge link to be put in place, subject to such arrangements not adversely affecting the integrity of the structure.</p>	
<p>Recommendation</p> <p>I RECOMMEND THAT</p> <p>Members agree that the Bridge link over Fore Street between Willoughby Highwalk and the St. Alphage House Podium be reinstated following its removal for the purposes of the redevelopment of St. Alphage House, subject to</p> <p>(a) The Assistant Director (Engineering) being satisfied that the reinstatement will not harm the structural integrity of Willoughby Highwalk and the structure on which it sits; and</p>	

(b) Such structure being made good to the satisfaction of the Assistant Director (Engineering) in a timely manner, and it being appropriately protected and maintained to the satisfaction of the Assistant Director (Engineering) following removal of the existing bridge link and pending completion of its reinstatement.

Main Report

Background

1. In November 1971, October 1972, July 1980 and April 1993 the Court of Common Council resolved to declare as City Walkway a number of highwalk routes and bridges around St Alphage House including the bridge linking Willoughby Highwalk to the Podium around St. Alphage House
2. On the 27th June 2011 Planning and Transportation Committee resolved to grant permission for the London Wall Place scheme (Registered Plan No 10/00832/FULEIA) (which includes the demolition of the St. Alphage House Podium and the bridges attached to the Podium, and the re-provision of new high level city walkways to replace the existing ones). On 22nd March 2013 Planning and Transportation Committee resolved to rescind the City Walkway. Both decisions were subject to Section 106 covenants to secure suitable replacement high level routes. The covenants were described in the report to Planning and Transportation Committee of 22nd March 2013. The rescission was required because the redevelopment of the site involves demolition of the existing structures. The City Walkway which has now been rescinded is shown on the plan at Appendix A. The City Walkway to be re-provided as part of the development is shown on the plan at Appendix B. It can be seen that the reinstated bridge link between Willoughby Highwalk and the Podium is proposed to be in the same location as existing. The replacement bridge will be a more slender structure, and the final design is subject to planning conditions. Appendix C illustrates the proposed and existing bridge structures. It is anticipated that it will be about two years before the works to reinstate the bridge link are completed.
3. One of the covenants imposed, aimed at ensuring replacement of the City Walkway, including the bridges and their supporting structures, is that the consent of adjoining owners to the replacement structures should be obtained prior to removal of the existing.
4. The City is the owner of the Willoughby Highwalk and structure on which the Bridge sits, and therefore, to enable the covenant requiring owner's

consent to be met, the consent of the City to the replacement bridge, in particular its attachment to Willoughby Highwalk, is sought. The bridge itself is a City Walkway/Highway structure under the remit of Planning and Transportation Committee. While the city walkway rights of way enjoyed over the Highwalk structure also fall under the remit of Planning and Transportation Committee, the ownership of the structure itself does not. The structure was appropriated for housing purposes following construction of the Barbican, but is not part of the residential premises within the remit of Barbican Residential Committee, nor within the social housing remit of Children and Community Services Committee. It therefore falls under the general oversight of your Committee.

Current Position

5. The Developer has submitted details of the proposed replacement Willoughby Highwalk bridge link and the technical details are being reviewed by the Assistant Director (Engineering) to ensure that it is satisfactory both in terms of the City's role as City walkway authority for the replacement route, as highway authority for the area beneath the bridge, and as owner of the adjoining structure on Willoughby Highwalk.

Proposals

6. It is the expectation of all stakeholders that the reinstatement of the bridge link will be secured as part of the development and as part of the re-provision of City Walkway from Willoughby Highwalk to the Podium (and continuing over London Wall), and this is addressed by the S.106 covenants outlined in paragraph 2. Such an approach is also consistent with intentions of Court of Common Council in 1971, when the City walkway was declared, to provide a high level public route in this location. This approach has not altered since that time. Therefore it is recommended that agreement to the attachment of the new replacement bridge link be approved, subject to the Assistant Director (Engineering) being satisfied that this may be achieved without prejudicing the integrity of Willoughby Highwalk and the structure which supports it, and subject to all parts of the structure being made good to the satisfaction of the Assistant Director (Engineering) in a timely manner.

Financial Implications

7. Warranties are to be provided by the contractors involved in the design and construction of the bridge link.

Legal Implications

8. These are contained in the body of the report.

Conclusion

9. The recommendation facilitates the arrangements for replacement of the bridge link while securing the structural integrity of the City's structure, to which it will be attached.

Background Papers:

Resolution of the Court of Common Council dated 18th November 1971

Resolution of the Court of Common Council dated 5th October 1972

Resolution of the Court of Common Council dated 24th July 1980

Resolution of the Court of Common Council dated 1st April 1993

Report to Planning and Transportation Committee 22^{n^d} March 2013

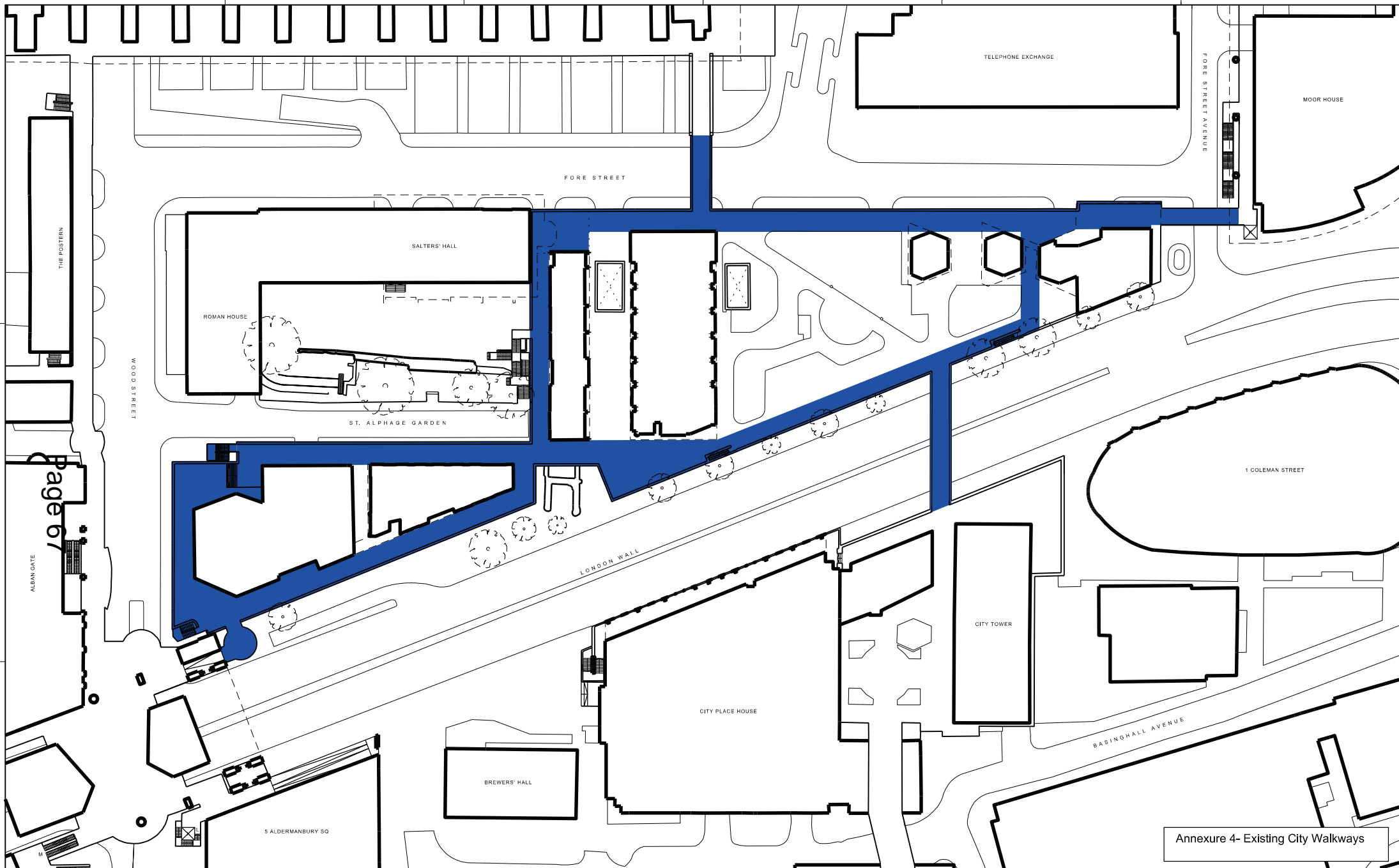
Contact:

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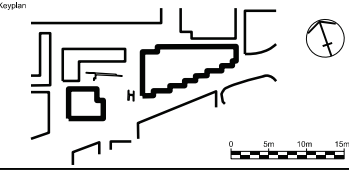


General Notes:
 1. Dimensions are in millimetres unless stated otherwise.
 2. Levels are in metres AOD unless stated otherwise.
 3. Dimensions govern.
 Do not scale off drawing.
 4. All dimensions to be verified on site before proceeding.
 5. All discrepancies to be notified in writing to Make Limited.
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Notes:
 Existing City Walkways to be rescinded

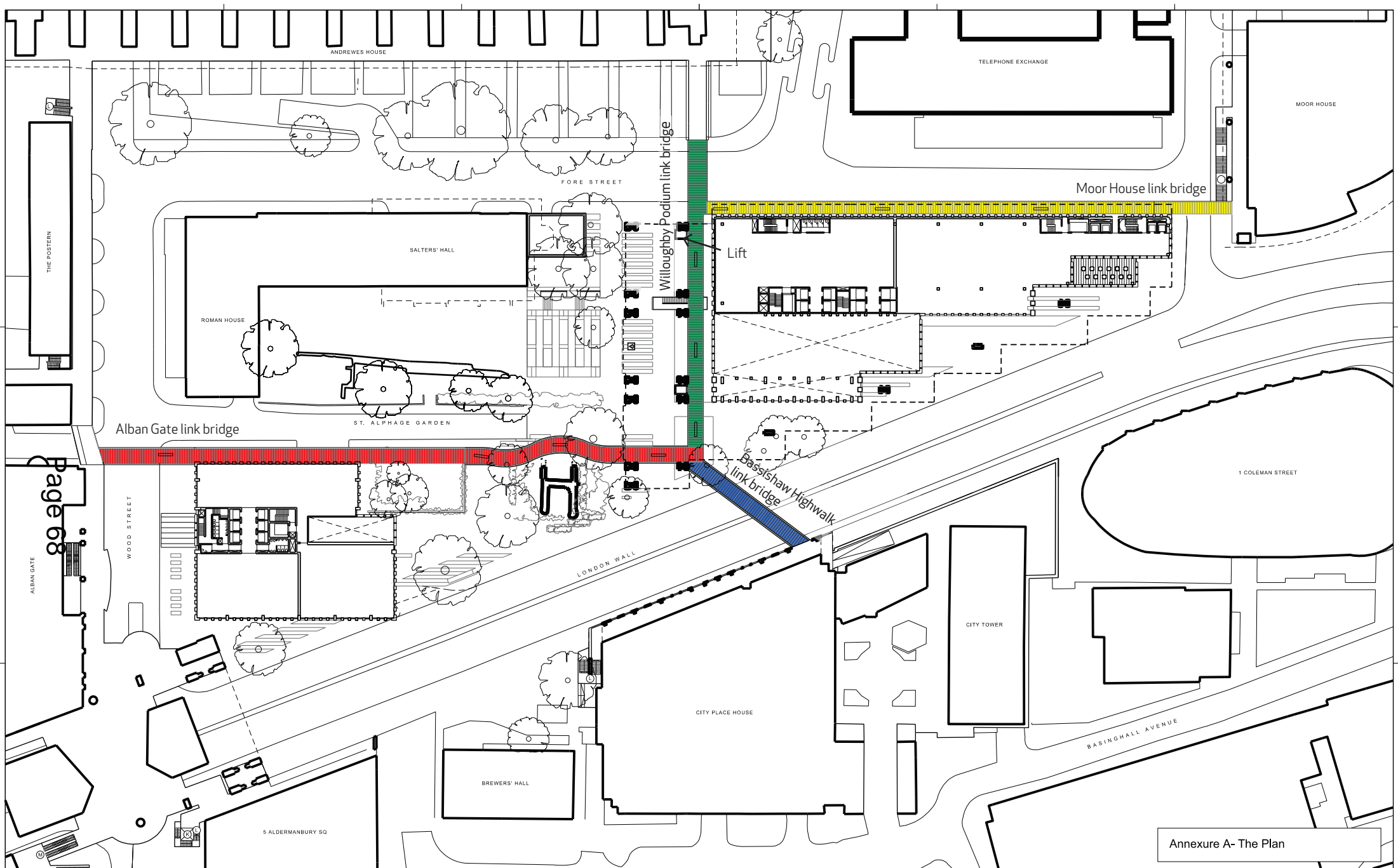
Appendix A - City Walkway which has been rescinded

Rev	Date	Reason for Issue	CHK



Annexure 4- Existing City Walkways

<p>Client Hammerson Hammerson 10 Groppe Street London W1K 4JL</p>	<p>Project Name 121 & 123 London Wall, London Wall Place, EC2</p>
<p>Architect make 55-60 Whitfield Street, London, W1T 4AH</p>	<p>Drawing Title</p>
<p>Scale 1: 250 1: 500 1: 1000</p>	<p>Paper Size @A0 @A2 @A4</p>
<p>Project No. 0568</p>	<p>Date</p>
<p>Rev No. A (P) 1011</p>	<p>Rev No. 00</p>



General Notes

1. Dimensions are in millimetres unless stated otherwise.
2. Levels are in metres AOD unless stated otherwise.
3. Dimensions govern. Do not scale off drawing.
4. All dimensions to be verified on site before proceeding.
5. All discrepancies to be notified in writing to Make Limited.

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Notes:

Appendix B - City Walkway to be reprovided

Rev	Date	Reason for Issue
01	04.04.2011	121 LWP North west corner amended
02	17.02.2011	Outline of Salters' Hall amended
03	30.11.2010	121 East and North elevations amended for clarity, Highwalk adjacent to church remains drafted
04	29.10.2010	Revised



Annexure A- The Plan

Client Hammerson Hammerson 10 Grosvenor Street London W1K 4BJ		Project Name 121 & 123 London Wall, London Wall Place, EC2	
Architect make 55-65 Whitefield Street, London, W1T 6HE		Drawing Title Level 01 (High Walk)	
Scale: 1: 250 1: 500 1: 1000	Paper Size: @A0 @A2 @A4	Date: Rev No.	
Project No. 0568	Drawing No. A (P) 2011B	03	
Tel +44 (0) 20 7638 5151 www.makearchitects.com			



Proposed



Existing

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Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 02 September 2013 16 September 2013
Subject: Service Level Agreements Quarterly Review April – June 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 April to June 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 April to June 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 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 2013 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 2013 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 October 2013 and details of this review will be presented at the November/December 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.

Contact: *Michael Bennett, Barbican Estate Manager*
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barbican.estate@cityoflondon.gov.uk

APPENDIX 1

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2013

	<u>Quarter</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
147	Oct-Dec 2011	Currently, the Estate Services team are reviewing the next Residents Survey.	Survey completed with record response. (nearly 500). Committee report to Sept 2013.	✓
156	April - June 2012	House Officers sporadically receiving copies of complaint letters to Technical Services.	BEO Manager to attend Property Services weekly meetings which should improve communications.	
162	Apr - Jun 2013	From Resident Survey. Great to have an online survey but review answers and add in a N/A	A link will be sent out where residents can access the survey and all comments.	
164	Apr - Jun 2013	To review communication with off site long lessees (in terms of blockwide notices).	Currently being reviewed.	
165	Apr - Jun 2013	BEO - PS meetings. To be more "2 way". Not just BEO bringing up items	Discussed with Property Services Team.	
		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		
Page 73		SLA Service Level Agreement	LS Leasehold Services	
		CPA Car Park Attendant	DCCS Department of Children and Community Services	
		LP Lobby Porter	COG Core Operational Group	
		ES Estate Services	BOG Barbican Operational Group	
		BAC Barbican Arts Centre	ESM Estate Service Management	
		OS Open Spaces	DMT Departmental Management Team	
		WP Working Party	PS Property Services	
		GAG Gardens Advisory Group		

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2013

	<u>Quarter</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
139	Oct - Dec 12	Cromwell railings - to monitor if bicycles being locked on, is now more of an issue with the cinemas open.	A couple of issues noted. Still monitoring.	
142	Jan - Mar 13	Problems with alleged City Of London market research companies across the estate (door knocking, ID)	BEO investigated and found to be CoL PRO. It's now been explained to relevant colleagues what the correct procedure for this should be.	✓
144	Apr - Jun 13	Following Resident Survey. Cleaning Manager reviewing podium cleaning levels/staffing at weekends	BEO to review.	
145	Apr - Jun 13	Cleaners need to pay greater attention to void/out of the way areas (such as common areas on balconies)	Communicated to cleaning team.	
146	Apr - Jun 13	Following Resident Survey. Issues with window cleaning. Quality, smears and leaving privacy screens open	Communicated to window cleaning team.	
147	Apr - Jun 13	Following Resident Survey. More bins in private gardens?	To be raised at RCC/BA Security Committee for discussion.	
148	Apr - Jun 13	Following Resident Survey. Concierge staff considered to be great value for money and provide an excellent service.	For comment only.	
149	Apr - Jun 13	Following Resident Survey. Bicycle parking in car parks to be reviewed. Not enough space and too many old bikes.	Rolling programme of bike amnesties has begun in 2 car parks.	
150	Apr - Jun 13	Following Resident Survey. Handover to temporary concierge can be problematic.	Line Manager reviewing.	

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2013

	<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. Letters still not being sent to off site addresses? Reiterated to PS.	
161	Jan - Mar 13	DBE are carrying out a lighting trial on the outside of blocks whereby LED lighting will be used.	Defoe House s/c 10 being used as pilot area for LED lighting. Being monitored via checks and resident feedback. No adverse feedback received.	✓
164	Apr - Jun 13	PS new procedures in place regarding long term issues to ensure residents are kept informed eg delays to works due to weather conditions	For comment only.	✓
165	Apr - Jun 2013	From Resident Survey. Communication and follow up from Repairs can be patchy.	Fed back to PS team.	
166	Apr - Jun 2013	From Resident Survey. Simple repairs can take a long time to resolve	Fed back to PS team.	
167	Apr - June 2013	Resident query - Water testing - exactly what tests are included in this within properties?	Temperature of cold water from tank (ie. cold water tap in bathroom) is tested. Must be below 20C within 2 mins of flow.	✓

APPENDIX 4
SLA AGREEMENT REVIEW - MAJOR WORKS 2013

	<u>Quarter</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
94	Jan-March 2012	Concrete survey - are other blocks to be tested?	The programme of concrete testing to be expanded to the terrace blocks - Statutory Section 20 letters & supplemental information sheet to leaseholders in MJH and Breton House sent August 2013.	
99	July - September 2012	Redecs 2012/13 have now commenced. Project comms plan now being implemented	ongoing. Last cycle now complete with improved resident feedback noted.	✓
104	Jan - Mar 2013	Roof guarantee information - an article for barbicanews about next blocks to expire?	For Dec 2013 issue. Next block is Andrewes in Oct/Nov 2014.	
105	Apr - Jun 2013	2013 Redecs (JTC, Bun and Bryer) have now commenced.	For comment only.	✓
106	Apr - Jun 2013	Clerk of Works for redecs project will have more authority with contractors	For comment only.	✓
107	Apr - Jun 2013	From Resident Survey. Redecorations projects - greater prep required.	Fed back to PS.	
108	Apr - Jun 2013	From Resident Survey. Quality of repairs in public areas is poor eg tiling.	Fed back to colleagues in Department of the Built Environment. BEO will review priorities across the estate.	
109	Apr - Jun 2013	From Resident Survey. Dissatisfaction with speed of Beech Gardens project and communication.	Fed back to PS.	
110	Apr - Jun 2013	As per roof guarantee information, can the BEO advertise in advance when defects periods are due to end for projects such as redecorations.	This is feasible - reviewing with PS.	

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2013

	<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 where 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.	Fedback from Lauderdale that they should remain where they are. Cromwell would like 2 either side of entrance. BEO reviewing for Autumn works. Tubs planted with wild flower meadow mix.	
136	Jan - Mar 13	Thomas More Gardens - possibly 3 trees being removed. This is on the advice of Open Spaces as they are diseased and not thriving. Local blocks will be informed before this happens.	Now only one tree on advice of Open spaces. This will be carried out in the Autumn with commincations to all residents prior.	✓
137	Apr - Jun 13	positive feedback about private gardens maintenance	For comment only.	✓
138	Apr - Jun 13	resident event to be held in the Autumn for bulb planting	For comment only.	✓
139	Apr - Jun 13	From Resident Survey. Waterfall needs to better maintained.	This is currently being reviewed by contractors in terms of access.	

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Committee:	Date(s):
Residents' Consultation Committee	02 September 2013
Barbican Residential Committee	16 September 2013
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. "You Said We" Did Action List – see appendix 1 2. Key Performance Indicators, Statistics - see appendix 2 3. Open Spaces – see appendix 5 4. RTA Annual Audit <p>Property Services – see appendix 3</p> <ol style="list-style-type: none"> 5. Redecorations 6. Roof apportionments 7. Beech Gardens Podium Works 8. Asset Maintenance Plan 9. Public lift availability 10. Upgrade of the Barbican Television Network <p>City Surveyors Department – see appendix 4</p> <ol style="list-style-type: none"> 11. St Alphage House 12. Public Lifts serving the Barbican Estate 13. YMCA 14. Crossrail - Resident Consultation <p>Recommendation</p> <p>That the contents of this report are noted.</p>	

Background

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in June 2013. This report also provides updates on other issues on the estate.

Barbican Estate Office Issues

1. "You Said We Did" Action List

Appendix 1 includes issues raised by the RCC and BRC at their meetings in June, the RCC Annual Review in April and other outstanding issues.

2. Key Performance Indicators, Statistics

Appendix 2 includes a list of pending committee reports, Key Performance Indicators and statistics on Car Parking and Baggage Stores.

3. Open Spaces

The Gardens Advisory Group is an RCC formed group consisting of residents and officers from the Barbican Estate Office and Open Spaces Department. They meet 4 times a year reviewing the planting and gardening across the estate and are used as an initial sounding board for ideas. The most recent minutes are attached as appendix 5. The Group will be meeting again in September.

This summer a trial of wild flower meadow mix has been used in various planters across the estate including along Beech Gardens. The Office has received numerous compliments about them.

The Barbican Estate Office is currently reviewing its budgets with regards to replacement of some of the more dilapidated wooden planters with concrete rings as seen on Speed Highwalk and in front of Shakespeare Tower. If feasible this work will be carried out in the autumn.

4. RTA Annual Audit

As this data is now gathered later in the year, the report will be presented to the November/December meetings of the RCC/BRC. Town Clerks are still waiting on a couple of responses and the deadline has been extended to 6

September. Once the Audit is complete, House Groups will be notified of their RTA status. It is expected that this will be before the end of September.

Background Papers:

Minutes of the Barbican Residential Committee 03 June 2013.

Minutes of Residents' Consultation Committee 17 June 2013.

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Appendix 1

“You Said We Did” - Action List – September 2013

Issue	Officer	Action Date
Customer Care		
Action List <ul style="list-style-type: none">• Could BEO provide an action list with the update report – BEO will circulate an action list approximately one month after each RCC – this will be updated and presented with each update report to committee	Michael Bennett	Completed
Communications <ul style="list-style-type: none">• Minutes of Working Parties & Barbican Occupiers User Group to be available on website – liaising with IS• Link to BEO/COL website at bottom of email broadcasts – completed• Publicise election of new Chairmen – next Barbicanews• Email broadcast with link to Committee papers & RCC minutes – completed• Removal of RCC representatives personal contact details from Barbicanews & website – completed• Formal Q&A Annual Residents meeting – BEO reviewing for Winter 2013• Inductions for new RCC members – BEO reviewing with RCC possible short workshop-type sessions• Arbitrary delineation between residential & commercial parts of the Estate e.g. Virgin Active – BEO Estate Services team taking over responsibility for commercial properties	Helen Davinson	Completed Completed Completed
Service Charges Briefing Meetings <ul style="list-style-type: none">• Residents representatives Service Charges Briefing Meetings 1.00pm & 6.30pm Wednesday 11 September in the Residents Lilac Meeting Room in the BEO	Anne Mason	11 Sept 1.00pm & 6.30pm
Failure of service chargeable services e.g. non-availability of lifts or Estate Concierge and refunds <ul style="list-style-type: none">• Q. Does the Corporation accept the principle that when it has contracted to supply services recovered by service charges but fails to do so (eg. non-availability of lifts or 24 hour CP attendants) for whatever period and for whatever excuse it should refund pro rata to leaseholders affected the appropriate part of the charges levied, since normal principles of equity as well as the law of set off require this?• A. The onsite concierge staff are available to assist all residents regardless of their location. They provide services across the estate and if one is unavailable for any reason, assistance will still be provided from a colleague. The Lease does not specify the times that the onsite staff will be on duty (or how many there will	Anne Mason	Complete

<p>be or where they will be situated), nor does it specify the availability of the lifts.</p> <ul style="list-style-type: none"> The Service Level Agreement states ‘provide lift repair and maintenance services with 24/365 coverage’. It would be a question of reasonableness, e.g. it is reasonable for the lifts to be out of service for maintenance and repairs, however if the Barbican Estate Office failed to maintain the lifts or take action to effect a repair and the lift was out of action for a significant period, then there may be a case and this would be investigated. 		
Estate Services		
Services		
<ul style="list-style-type: none"> Litter outside Gilbert House particularly at weekends – BEO reviewing weekend cleaning schedules & staffing Barbican Centre curved wall – usage by officers for smoking – BEO liaised with the Centre 	<p>Michael Bennett</p> <p>Helen Davinson</p>	<p>September</p> <p>Complete</p>
Major Works		
Concrete Testing for the low rise blocks		
<ul style="list-style-type: none"> The concrete consultants in their report on the Towers recommended that a programme of checks and tests be carried out on the low rise blocks. Second stage Section 20 consultation notices have now been served on leaseholders of Breton House and Mountjoy House, to carry out the safety investigations. The proposed contractor is the same as the one due to re-commence work on the three towers. 	Karen Tarbox	On-going
<p>Completion of concrete repairs to the tower blocks</p> <ul style="list-style-type: none"> The application to the Leasehold Valuation Tribunal, for dispensation from consultation requirements in order to retain the same contractor, has been approved and works are due to commence shortly, once all the internal procedural requirements have been complied with. 		
Department of Built Environment		
Podium Tiling		
<p>A meeting took place in June attended by representatives from the BEO, Planning, Highways and the Contractor – J B Riney</p> <ul style="list-style-type: none"> The “larger” waffle tiles have been ordered, supplied and laid for approximately the last 10 years (the original size has not been supplied during this period). It is felt that these are now more noticeable due to the many patch repairs that are taking place across the Barbican Estate. The procurement /laying of this size tile is not as a result of the change in contractors. 		

<ul style="list-style-type: none"> The contractors have advised that they can manufacture the original tile and the Highways Dept will now be holding further discussions with them to establish any manufacturing / cost implications. Planning have advised that the current tiles in situ across the estate do not need to be removed, but that the aim, subject to discussions with the contractors, is to move forward with the original size tile (metric specification) for patch repairs and larger scheme areas. Repairs to the tiling on the steps - white edge tiles being cemented over whilst replacement tiles are sought have been painted white in the interim. Officers are actively seeking a replacement that will offer suitable contrast but sit within the Listed Building Management Guidelines 	<p>Karen Tarbox/Helen Davinson</p> <p>Property Services and Highways</p>	<p>Complete</p> <p>On-going</p>
<p>Barbican Area Streetscene Enhancement Works – St Giles Terrace/Ben Jonson Highwalk</p> <ul style="list-style-type: none"> A consultation framework for schemes in and around the Barbican Estate will be consulted on with the Barbican Association 	<p>Michael Bennett</p>	<p>September</p>
<p>Dolphin Fountain – Ben Jonson Highwalk - update</p> <ul style="list-style-type: none"> The fountain is organic bromine dosed/stabilised by an automatic brominator to give 24 hour bacterial kill which was installed in 2002. 	<p>Helen Davinson</p>	<p>Completed</p>
<p>Barbican Arts Centre</p>		
<p>Barbican Exhibition Hall 1 – Proposed Tenant - London Film School</p> <ul style="list-style-type: none"> The Barbican Centre is planning for the London Film School to take the space and begin their fit out in first half of 2014 with the aim of opening for students in September 2015. Enabling works such as rerouting of services and an internal dividing wall to allow the tenants works to commence will probably start in October/November 2013 Main period of works will be during 2014 and early 2015 	<p>Michael Bennett</p>	<p>On-going</p>
<p>City Surveyors</p>		
<p>Public Lifts/Escalators</p> <ul style="list-style-type: none"> Performance of Moorgate Escalator to be confirmed by City Surveyor 	<p>Michael Bennett</p>	<p>September City Surveyors update</p>
<p>Contact: Michael Bennett, Barbican Estate Manager – 020 7029 3923 – barbican.estate@cityoflondon.gov.uk</p>		

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Appendix 2

Summary of Key Performance Indicators April 2013 to June 2013

Title of Indicator	Actual 2012/13	TARGET 2013/14	OCT-DEC 2012	JAN-MAR 2013	APR-JUN 2013	JULY-SEPT 2013	OCT-DEC 2103	JAN - MAR 2014	PROGRESS AGAINST TARGET	SUMMARY
Customer Care										
Answer all letters (& emails to barbican.estate address) with a full reply within 10 working days	83%	100%	91%	98%	93%				☹	53 out of 57 letters to BEO were on target
Acknowledge all emails to public email addresses within 1 day	96%	100%	97%	100%	95%				☹	54 out of 57 emails sent to BEO were on target
To resolve written complaints (letters/emails) within 14 days	92%	100%	100%	100%	96%				☹	186 out of 194 met target - reviewed complaint definition with SLA WP to include all letters/emails
Repairs & Maintenance										
% 'Urgent' repairs (complete within 24 hours)	98%	95%	97%	99%	97%				☺	
% 'Intermediate' repairs (complete within 3 working days)	96%	95%	95%	98%	96%				☺	
% 'Non-urgent' repairs (complete within 5 working days)	96%	95%	97%	97%	96%				☺	

% 'Low priority' repairs (complete within 20 working days)	95%	95%	95%	98%		98%				😊	
Availability % of Barbican lifts	N/A	New Target				Tower lifts 99.78%				😊	New KPI
						Terrace lifts 99.52%					
Percentage of communal light bulbs - percentage meeting 5 working days target	85%	90%	87%	85%		83%				☹️	342 out of 414 light bulbs were replaced within target. RE team still not at fully staffed.
Background heating - percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 74% Partial 92%	Total 90% Partial 90%	Total 62% Partial 95%	Total 86% Partial 89%		n/a				😊	
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	Will 0% Ben J 0% Sed 0%	0%	0%	0%		0%				😊	
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	94%	87%		85%				☹️	17 out of 20 met target (missed target by 1 light)
Estate Management											
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	91%	80%	95%	97%		80%				😊	
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	94%	80%	97%	95%		92%				😊	

House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	94%	80%	100%	90%		97%				😊	
Open Spaces											
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	94%	80%	100%	100%		100%				😊	
Major Works											
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	96%	90%	n/a	n/a		n/a				😊	

Baggage Stores at August 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
1172 (1164)	66 (70)	2 (3)	16 (16)	2 (2)	6 (9)	2 (2)	1266 1266	32 (28)

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) (70)	48 (51)	51 (50)	1 (1)	170 (172)

Letters were sent to all residents on the waiting list to verify their contact details and to confirm their current storage needs. 42 new stores in Speed House are due for completion by the end of 2013.

The table below illustrates the scale of demand for baggage stores in order of need for each block within the Barbican Estate.

Number of Residents on Waiting List	Block	Comments
20	Andrewes	Possibly allocated to new Speed Infill Stores
15	Ben Jonson	Possible Transportable stores in this car park
14	Cromwell	Not possible for Transportable stores in this car park
12	Gilbert	Not possible for Transportable stores in this car park
12	Thomas More	Possible Transportable stores in this car park
12	Willoughby	Possibly allocated to new Speed Infill Stores
11	Lauderdale	Not possible for Transportable stores in this car park
10	Defoe House	Not possible for Transportable stores in this car park
9	Breton House	Possible Transportable stores in this car park
9	Speed	Possibly allocated to new Speed Infill Stores
8	JTC	Possible Transportable stores in this car park
7	Seddon House	Possible Transportable stores in this car park
6	Bunyan	Possible Transportable stores in this car park
6	Frobisher	Possible Transportable stores in this car park
5	Bryer	Possible Transportable stores in this car park
5	Mountjoy	Possible Transportable stores in this car park
4	Brandon Mews	Possibly allocated to new Speed Infill Stores
3	Shakespeare	Not possible for Transportable stores in this car park
1	The Postern	Not possible for Transportable stores in this car park
1	Wallside	Not possible for Transportable stores in this car park
170	Total	

The BEO are writing to all those in the close vicinity of Speed House regarding the possibility of progressing their interest in a new baggage store as part of the Speed House Infill project.

The locations will then be assessed and the possibility of purchasing further transportable baggage stores into car parks will be reviewed against the demand.

BARBICAN ESTATE - CAR PARKING BAYS

AS AT AUGUST 2013

CAR PARK	ANDREWES	BRETON	BUNYAN	CROMWELL	DEFOE	SPEED	LAUDERDALE	THOMAS MORE	01 WILLOUGHBY	03 WILLOUGHBY	TOTALS	PREVIOUS TOTALS (May 2013)
SOLD	15	3	1	10	33	83	21	12	7	62	247	153
RESIDENTIAL	95	74	75	58	117	41	77	97	85	5	724	734
COMMERCIAL	2	39	5	0	0	0	0	0	4	3	53	53
VACANT	23	123	128	24	10	31	7	41	58	39	484	568
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 - 134 car bays from Speed & 03 Willoughby car parks. The remaining 49 car bays are currently under negotiation with Heron for purchase.

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	25 Nov	9 Dec
SLA Review	Michael Bennett		
Roof Apportionments for Shakespeare Tower, Breton House & Ben Jonson House	Mike Saunders		
Sales Report	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Revenue & Capital Budgets	Anne Mason		
Annual Review of RTAs	Town Clerks		
Car Park Charging	Barry Ashton		

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Property Services Update
Appendix 3

5. Redecorations

2013/14 Programme

The 2013/14 redecoration programme to Bryer Court, Bunyan Court and John Trundle Court has commenced. Progress is as follows:

- Bunyan Court – 75% complete
- Bryer Court – 10% complete
- John Trundle Court – 25% complete

6. 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	November 2013
Ben Jonson House	Draft final apportionment being completed before passing to Working Party	N/A	November 2013
Shakespeare Tower	Final Apportionment to be carried out. Passed to Working Party Dec 2009	N/A	November 2013

7. Beech Gardens Podium Works (As at 14th August 2013)

Procurement

Three tenders have been received from main contractors, following advertisement via London Tenders Portal and prequalification process that

resulted in a shortlist of four contractors, one of which withdrew from the process prior to the submission deadline. A sample area of the proposed new paving tiles has been laid on the podium for approval by City planning officers and residents; Subject to all the various approvals being in place, it is anticipated that works on site may commence towards the end of September.

Soft Landscaping

Johanna Gibbons, Landscape Architect has produced three initial sketch designs, two of which are going forward for consideration by the Landscaping Working Party, following initial review by officers from the Estate Office and the Parks and Open Spaces team. Budget costs for the two options are to be developed and they will be subsequently presented to residents as part of the consultation exercise.

Work in progress

The replacement glazing work to two of the fire escape roofs in Beech Gardens is under way and almost complete; the third turret will commence as soon as the others are reopened and will take approximately two months to complete.

8. Asset Maintenance Plan

A meeting took place with the Barbican Asset Management Working Party to review the draft Asset Management Strategy. A further meeting is to take place to review the draft strategy. Meanwhile, our repairs and maintenance software, Orchard, is being updated with the full list of assets in readiness for loading into asset maintenance software.

9. Public Lift Availability and Lift Maintenance Contract

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

Lift	From April 2012 to March 2013	From April 2013 to June 2013
Turret (Thomas More)	99.9%	99.97%
Gilbert House	100%	99.99%

The lift maintenance contract for the Barbican Estate residential lifts is currently out to tender on the London Tenders Portal. The contract has been advertised in Europe and the intention is to bring a report with a recommended contractor to September Barbican Residential Committee. The timing of the tender returns and the tender evaluation is such that it will not be possible to bring a redacted report to the RCC. However a verbal update may be provided.

The contract has been set to run from 1st November 2013 to 1st July 2017. This date coincides with the review date of the corporate lift maintenance contract. We will then have the option to tender the lift maintenance with the corporate lifts or extend the existing contract a further 5 years.

10. Upgrade of the Barbican Television Network

A draft SLA was produced by the Barbican Television Working Party and was sent to VFM for comment. VFM have responded with a number of concerns over the proposed SLA. VFM have stated that unless mutual agreement to the SLA and the License can be reached by 4th September they will have no alternative but to withdraw from the project.

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City Surveyors Update

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

11. St Alphage House

Brookfield Multiplex have started demolition enabling works which include the erection of hoardings, a crane and scaffolding around the Tower. The actual demolition is due to start in October following the planned closure of the high walk across the site on the 16th September. Signage will be put up identifying alternative routes that exist around the area. More information will be provided by Brookfield Multiplex in the September monthly newsletter sent to Barbican residents.

12. Six Public Lifts serving the Barbican Estate

Public Lift report for the period 11/05/13 to 12/08/13

Location	Availability %	Reason for failure (under 95%)
Little Britain	87%	On 3 rd June this lift went out of service due to a broken door belt. These belts were not available from stock and had to be manufactured to length and to order. The new belt was delivered on the 13 th June and fitted the next day.
London Wall (E)	100%	
London Wall (W)	100%	
London Wall Escalator (DOWN)	99% (see notes)	The Electronic Monitoring Unit (EMU) for this escalator became faulty over the current monitoring period and had to be reprogrammed. Due to the EMU failure we do not have reliable information from this particular EMU. Unfortunately for this monitoring period at this location we have had to revert to the contractor's report which shows 99% availability. The EMU performance will be closely monitored to ensure it is operating correctly.

Location	Availability %	Reason for failure (under 95%)
London Wall Escalator (UP)	92%	The handrail repairs detailed in the previous reporting period extended by 3.5 days into this period. This accounts for almost 4% of the down time. The remaining 4% is due to separate isolated breakdowns.
Moor House	69%	The lift was reported out of service on 9 th July. A defective drive unit was diagnosed. In order to affect a repair this lift has to be loaded with weights in order to lower it to the ground. This required a further visit. This process caused the emergency brakes to activate and lock on and then they wouldn't release. In releasing the brakes a bracket broke which had to be purpose made and replaced before the defective drive unit could be removed. The drive unit had to be sent away for specialist overhaul and repair. Upon return the drive unit was refitted but did not work because the original fault had damaged a printed circuit board. That in turn had to be removed and also sent away for specialist repair. The lift was put back into service on 5 th August. Each repair had to be sequentially undertaken before the next could start and each required non-standard specialist parts to be procured. We are informed it is extremely unlikely to recur on this scale
Speed House	100%	
Moorgate Escalator (UP)	86%	The moving handrail failed to run. This required a new handrail to be fitted. This escalator is very old and awaiting replacement by Crossrail under the Crossrail project
Wood Street	99%	

13. YMCA

The Court of Common Council approved the long leasehold disposal of 2 Fann Street for private residential development. The disposal is subject to planning for a change of use from hostel to residential purposes and other statutory consents being achieved.

14. **Crossrail - Resident Consultation**

The City of London liaises regularly with Crossrail, in particular the Resident Services Manager of the Barbican Estate Office is invited to attend the Property Liaison Meetings to air resident's concerns.

Furthermore the City of London Residents' Forum Meeting provides residents with a direct forum to air issues and concerns.

Jonathan Baggs is the Area Community Relations Officer and can be contacted on:

Telephone: 020 3229 9552

Email: jonathanbaggs@crossrail.co.uk

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APPENDIX 5

Gardens Advisory Group – Minutes of Meeting 1 July at 2.30

Present	Helen Davinson	BEO	HD
	Michael Bennett	BEO	MB
	Rosie Hardicker	Open Spaces	RH
	Louisa Allen	Open Spaces	LA
	Berthe Wallis	Resident	BW
	Anne Naphthine	Resident	AN
	Nancy Chessum	Resident	NC
	Gillian Laidlaw	Resident	GL
	Sarah Hudson	Resident	SH
	Paula Tomlinson	Resident	PT

	<p>Remit</p> <ul style="list-style-type: none"> ○ Quarterly Joint Inspections with House Officers and Open Spaces Officers ○ To comment upon plants being used. To help prioritise new and trial planting schemes for new planters such as those being installed outside Shakespeare Tower - all schemes subject to funding ○ To comment upon levels of maintenance being undertaken by Open Spaces such as pruning ○ To provide a steer for the RCC and BRC for new projects and trials eg. Providing allotment spaces - subject to funding 	
	<p>Fann Street Garden</p> <ul style="list-style-type: none"> • Rosie to carry out some basic Health and Safety training with group. To be held in September – more of a “toolbox talk” • Accessibility path. To review if funding is available for this year and possible options to include a viewing area. • Risk Assessments – Rosie to check format – can they be shortened /modified so they don’t run to so many pages. Complete • Wildlife Group to meet with BEO in September as scheduled 	<p>RH</p> <p>HD/BEO</p>
	<p>Allotments</p> <ul style="list-style-type: none"> • Defoe Place – large planters to south of Shakespeare not considered suitable (may well fall apart when ivy is removed). BEO now looking to replace these with concrete rings (waiting on price) • Could possibly use ones to north of Tower? Reviewing • Possible amendment of agreement for future planters to highlight that they are for produce. “edible gardens” Some planters an issue during winter in terms of how they look. • Litter behind planters. Less of an issue but cleaners to check more regularly • Some planters removed because of their condition. • Inspection to be held with prior notice given to holders. 	<p>HD</p> <p>HD</p>
	<p>Walkaround</p> <p>Thomas More Lawn</p> <p>Defoe bed being watered in addition to irrigation.</p> <p>Some of the new planting is dying back – gardeners to monitor.</p>	<p>LA</p> <p>LA</p>

	<p>Tree that will be going in the Autumn (on advice from Open Spaces) was agreed upon.</p> <p>Overall new Defoe bed planting is doing well.</p> <p>Some self-seeded grasses are to be left.</p> <p>If extra planting is required. To consider herbs such as marjoram, thyme and sage.</p> <p>Some areas that require weeding were point out.</p> <p>Some paving slabs that require replacement were noted.</p> <p>Speed Lawn</p> <p>Looking well maintained.</p> <p>One border of bedding was commented on as being particularly pretty.</p> <p>St Giles Terrace</p> <p>New planters now in-situ. GAG approved of planting in place. Having to be frequently watered as they are metal.</p> <p>Past Walkaround - update</p> <p>Thomas More Lawn – possible site for compost bin by Girls Schools. Area to be cordoned off. Open Spaces to provide costings etc. Not feasible</p> <p>Thomas More Lawn – removal of 3 trees. Open Spaces to check re TPOs etc.</p> <p>BEO to double check listing issues. Notice needed for neighbouring blocks. 1 tree decided on following advice. To be removed in autumn.</p> <p>Open Spaces seeking further advice re. extra bird and bat boxes.</p>	
	<p>AOB</p> <ul style="list-style-type: none"> • Irrigation system beneath Breton/BenJo <p>This is currently still off. Large shrubs beginning to look distressed. Open Spaces will monitor and water if needed. Ongoing.</p> <ul style="list-style-type: none"> • Difficult to access areas <p>Including Frob Cres Buttresses, Thomas More Hanging Gardens – BEO has spoken with Planning and putting together an application. Quotes will follow. No work can be carried out until new measures are in place.</p> <ul style="list-style-type: none"> • London in Bloom. July Inspections (11th and 30th) • Open Squares Garden a great success with nearly 500 visitors to Fann St Gdn • BHS and OS 11 May event in Speed Lawn. As advertised across the estate. Gardening demonstrations and children’s activities. Successful poor numbers due to weather. • Autumn bulb planting event for residents. 26.10.13 to be advertised. Open Spaces to order snowdrops, crocuses and daffodils. As this is the first time, will keep the event to Thomas More Lawn. • Barbican Estate Management Plan <p>Open Spaces and BEO to think about this ahead of next mtg.</p>	HD
	<p>Next meeting dates – 30 September at 2pm Geoff to accompany walkaround</p>	

Agenda Item 15

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Agenda Item 16

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Agenda Item 17

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Agenda Item 18

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