



## Barbican Residential Committee

**Date:** MONDAY, 9 DECEMBER 2013  
**Time:** 11.30am  
**Venue:** COMMITTEE ROOM - 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 \*  
Deputy Stanley Ginsburg \*  
Ann Holmes  
Michael Hudson \*  
Vivienne Littlechild  
Deputy Joyce Nash  
Barbara Newman  
Jeremy Mayhew  
Graham Packham \*  
Chris Punter  
Stephen Quilter  
Angela Starling  
Deputy John Tomlinson  
Philip Woodhouse \*  
Revd Dr Martin Dudley (Ex-Officio Member)

*\*non-resident members*

**Enquiries:** Julie Mayer  
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Lunch will be served in the Guildhall Club at 1pm

John Barradell  
Town Clerk and Chief Executive

# AGENDA

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES OF THE PREVIOUS MEETING**  
To approve the public minutes and non-public summary of the meeting held on 16 September 2013.

**For Decision**  
(Pages 1 - 6)
4. **MINUTES OF THE BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE**  
To receive the draft minutes of the meeting held on 25 November 2013

**For Information**  
(Pages 7 - 18)
5. **BARBICAN RESIDENTIAL COMMITTEE'S TERMS OF REFERENCE**  
Report of the Town Clerk

**For Decision**  
(Pages 19 - 22)
6. **BARBICAN ESTATE - CONCRETE INVESTIGATION AND REPAIRS**  
Report of the Director of Community and Children's Services

**For Decision**  
(Pages 23 - 52)
7. **REVENUE AND CAPITAL BUDGETS - LATEST APPROVED BUDGET 2013/14 AND ORIGINAL BUDGET 2014/15 (EXCLUDING DWELLINGS SERVICE CHARGE INCOME AND EXPENDITURE)**  
Report of the Chamberlain

**For Decision**  
(Pages 53 - 64)
8. **SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT - LATEST APPROVED BUDGET 2013/14 AND ORIGINAL BUDGET 2014/15**  
Report of the Chamberlain

**For Decision**  
(Pages 65 - 72)

9. **CAR PARK CHARGING**  
Report of the Director of Community and Children's Services
- For Decision**  
(Pages 73 - 82)
10. **UPDATE REPORT**  
Report of the Director of Community and Children's Services
- For Information**  
(Pages 83 - 106)
11. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**  
Report of the Director of Community and Children's Services
- For Information**  
(Pages 107 - 114)
12. **PROGRESS OF SALES AND LETTINGS**  
Report of the Director of Community and Children's Services
- For Information**  
(Pages 115 - 118)
13. **ANNUAL REVIEW OF RECOGNISED TENANTS' ASSOCIATIONS**  
Report of the Town Clerk
- For Information**  
(Pages 119 - 124)
14. **DECISIONS TAKEN UNDER DELEGATED AUTHORITY/URGENCY**  
Report of the Town Clerk
- For Information**  
(Pages 125 - 126)
15. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
16. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
17. **EXCLUSION OF THE PUBLIC**  
MOTION - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of the Schedule 12A of the Local Government Act.

18. **NON-PUBLIC MINUTES**

To approve the non-public minutes of the meeting held on 16 September 2013

**For Decision**  
(Pages 127 - 128)

19. **ARREARS UPDATE**

Report of the Director of Community and Children's Services

**For Information**  
(Pages 129 - 132)

20. **2 FANN STREET - EC2 - DISPOSAL COMPLETION TO REDROW HOMES LTD**

Report of the City Surveyor

**For Information**  
(Pages 133 - 134)

21. **NON PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

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

# Agenda Item 3

## BARBICAN RESIDENTIAL COMMITTEE

Monday, 16 September 2013

Minutes of the meeting of the Barbican Residential Committee held at Guildhall  
on Monday, 16 September 2013 at 11.30am

### Present

#### Members:

Gareth Moore (Chairman)	Graham Packham
Henrika Priest (Deputy Chairman)	Chris Punter
Randall Anderson	Stephen Quilter
Christopher Boden	Angela Starling
Deputy Billy Dove	Deputy John Tomlinson
Michael Hudson	Philip Woodhouse
Vivienne Littlechild	
Deputy Joyce Nash	

### In Attendance

#### Officers:

Ade Adetosoye	- Director of Community and Children's Services
Alan Bennetts	- City Solicitor
Helen Davinson	- Community and Children's Services
Howard Hillier-Daines	- City Surveyors
Mark Jarvis	- Chamberlain's Department
Mike Kettle	- Community and Children's Services
Anne Mason	- Community and Children's Services
Julie Mayer	- Town Clerks
Mike Saunders	- Community and Children's Services
Karen Tarbox	- Community and Children's Services

### 1. APOLOGIES

Apologies were received from Jeremy Mayhew; Martin Dudley; Alex Bain-Stewart and Barbara Newman

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

There were no declarations

### 3. MINUTES OF THE PREVIOUS MEETING

1. The public minutes and summary of the meeting held on 17 June 2013 were approved.
2. The minutes of the Barbican Estate Residents Consultation Committee held on 2 September 2013 were received

4. **TOWER CONCRETE INVESTIGATION AND REPAIRS**

The Chairman was heard in respect of the above report, which had been scheduled for today's meeting but subsequently deferred.

The Committee were advised that, following correspondence from the Barbican Association (BA) and the Barbican Residents Consultation Committee (RCC), the Chairman had agreed to defer this item to December. The BA and RCC had asked for more time to consider the technical points raised during the meeting with the concrete specialists. The Chairman asked for the Committee's approval to defer the report, on the express understanding that there would be no further delays past December 2013; given that the Ward Mote had raised this question prior to the elections.

The Chairman and Director of Community and Children's Services gave an assurance that all relevant information, regardless of its history, would be shared with the BA and RCC.

**RESOLVED – that:**

1. The Barbican Residential Committee defers taking a decision on the treatment of the concrete repair charges to the December meeting of the Barbican Residential Committee.
2. There be no further delay in taking the above decision, past December 2013.

5. **REVENUE OUTTURN**

Members received a joint report of the Chamberlain and the Director of Community and Children's Services. In response to a query about the carry forward of an underspend, the Chamberlain agreed to give members a full, written response, setting out the rationale behind the decisions. The response would also explain how the central costs and capital charges were apportioned and clarify the separation of service charge budgets. Members also suggested that the report, in its current format, could be confusing for non-accountants and asked for more clarity in future versions. The Chamberlain also offered members a pre-meeting before the accounts were presented to the Committee. This suggestion was welcomed but members asked for sight of the papers before the briefing session. Finally, in response to a query about deficits on service charge accounts, Members noted that this was caused by voids, which can vary year by year, but there had only been two this year.

6. **RESIDENTS' SURVEY 2013**

Members received a report of the Director of Community and Children's Services and commended officers on the presentation of the survey. Whilst noting the satisfactory response rate of 23%, members suggested using an incentive, such as a gift or cash prize, as this had been successful in the past. Members noted that, given the format had changed, comparators had not been possible this time but would be on future surveys. Also, given that the survey was now on line and less labour intensive, it would be repeated annually. There was some discussion about the reduction in the satisfaction rate but

Members noted that this might be due to one or two current issues; i.e. Beech Gardens/ the concrete repairs, rather than a more general level of dissatisfaction.

**7. BACKGROUND UNDERFLOOR HEATING**

Members received a report of the Director of Community and Children's Services and welcomed the adoption of a working party of RCC Members, some with professional and technical expertise. Members were pleased to note that there had been a high level of interest and the working party should be convened within the next week.

Officers advised that the City of London had negotiated an extension with EDF until next winter. However, the Chairman advised that the working party would need to act quickly as residents would be leading on this work and it would be within their remit to allocate funds for consultants and the cost of the works, as it was a service charge item.

**RESOLVED - 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.

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

The Committee received a report of the City Surveyor, which would also be presented to the Planning and Transportation Committee on 17 September. The report advised members of the actions proposed to improve the system of performance monitoring, fault reporting, repair and maintenance and the cleaning of public lifts and escalators adjoining the Barbican Estate.

Members remained very concerned about this area of performance, particularly the Moorgate escalator, which had originally been scheduled for replacement 10 years ago and the Wood Street escalator, which had out of service for several weeks and the stairs were very slippery when wet. Furthermore, members felt that the lifts were particularly dirty and it was suggested that they be included in the street cleaning programme. The Chairman of Streets and Walkways was in attendance and supported this proposal. The City Surveyor agreed to take these comments back to the Director and feedback to residents.

**9. WILLOUGHBY HIGHWALK**

The Committee received a report of the Comptroller and City Solicitor, which would also be presented to the Policy and Resources Committee, for decision, on 19<sup>th</sup> September.

Members were concerned that, despite being assured that none of the Highwalk Bridges would be removed, on two previous occasions, Highwalk Bridges were not replaced. Furthermore, should the bridge not be reinstated, residents would be likely to object very strongly. The City Solicitor reassured members that, under the conditions of the 106 Agreement, the developer was

obligated to replace the bridge and the recommendations in the report, if accepted by the Policy and Resources Committee, would ensure the reinstatement.

10. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**

The Committee received a report of the Director of Community and Children's Services and raised the following queries:

- The wood planters at Cromwell Tower and Lauderdale Tower were in disrepair and should be replaced with concrete ones.
- The irrigation at Ben Jonson House needs to be reinstated or the hand-watering of plants should be recharged to the Barbican Art Centre

The Director of Housing and Technical Services agreed to investigate these matters with his officers and City Surveyors and feedback to residents.

11. **UPDATE REPORT**

The Committee received the regular update of the Director of Community and Children's Services and during the discussion and debate the following items were raised:

**Beech Gardens Soft Landscaping.** This would be a sub project and residents would be consulted on 2 potential schemes.

**TV Network.** An agreement had been reached and this would be installed within the next 6 months.

**Car Park at Heron development.** Could the columns relating to the Barbican area be marked clearly?

**Recycling bins.** The entrance to the bin store in Willoughby 03 level car park was blocked.

Members agreed that the presentation of the report was very helpful, particularly the explanation about the Moor House lift. Officers advised that the KPI on lift performance would be set after the first year of operation. Further to the Committee's Resolution to the Planning and Transportation Committee in June, Members were assured that the lift at Heron House would be manufactured to the new City of London specification.

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

There were no questions

13. **QUESTIONS RELATING TO THE WORK OF THE COMMITTEE**  
There were no questions
14. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**  
There were no items of urgent business.
15. **EXCLUSION OF THE PUBLIC**  
**RESOLVED - That:**  
Under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items, on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government Act.
- | <b>Item nos</b> | <b>Para nos</b> |
|-----------------|-----------------|
| <b>15-19</b>    | <b>3</b>        |
| <b>20-21</b>    | <b>-</b>        |
16. **NON-PUBLIC MINUTES**  
The public minutes and summary of the meeting held on 17 June 2013 were approved.
17. **COMPREHENSIVE LIFT MAINTENANCE CONTRACT**  
Members received a report of the Director of Community and Children's Services
18. **LEASE RENEWAL**  
The Committee received a report of the Director of Community and Children's Services in respect of the Lease Renewal at 1, The Postern (Physiotherapist).
19. **ARREARS UPDATE REPORT**  
Members received a report of the Director of Community and Children's Services
20. **DECISIONS TAKEN UNDER URGENCY OR DELEGATED AUTHORITY**  
Members noted the decisions which had been taken under urgency procedures and delegated authority since the last meeting of the Committee.
21. **QUESTIONS RELATING TO THE WORK OF THE COMMITTEE**  
There were no questions
22. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT WHILE THE PUBLIC ARE EXCLUDED**  
There were no items of urgent business

**The meeting ended at 1.10pm**

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Chairman

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## BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Monday, 25 November 2013

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

### **Present**

#### **Members:**

Tim Macer (Chairman)	Gillian Laidlaw - Mountjoy
Randall Anderson (Deputy Chairman)	Fiona Lean - Ben Johnson
Robert Barker - Lauderdale	Jane Smith - Barbican Association
Mark Bostock - Frobisher	Prof M Swash - Willoughby
Dr Gianetta Corley - Gilbert	John Taysum - Bryer
Ald D Graves - Seddon	Deputy John Tomlinson – Cromwell Tower
Gordon Griffiths - Bunyan	Anthony Gisholt – John Trundle
Helen Wilkinson - Speed	
Natalie Robinson - Andrewes	

#### **Officers:**

David Bacon	- Chamberlain's Department
Julie Mayer	- Town Clerk's Department
James Goodsell	- Town Clerk's Department
Michael Bennett	- Community and Children's Services
Helen Davinson	- Community and Children's Services
Anne Mason	- Community and Children's Services
Eddie Stevens	- Community and Children's Services
Karen Tarbox	- Community and Children's Services
Barry Ashton	- Community and Children's services

#### **In attendance:**

Gareth Moore	- Chairman of the Barbican Residential Committee
Jeremy Mayhew	- Member of the Barbican Residential Committee

### **1. APOLOGIES**

Apologies were received from Janet Wells (John Trundle Court), who was represented by Anthony Gisholt and Chris Mounsey. The Committee noted that Mary Hickman had stood down as the RCC representative for Andrewes House and been replaced by Natalie Robinson.

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

There were no declarations

### **3. MINUTES**

The minutes of the Barbican Estate Residents' Consultation Committee (RCC) held on 2 September 2013 were approved as a correct record

4. **BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE - PROPOSED AMENDMENTS TO TERMS OF REFERENCE**

The Committee received a tabled document, drafted by the Chairmen of the Barbican Residents Consultation Committee (RCC) and Barbican Association (BA). It set out a practical consideration for the split of responsibilities between the BA, RCC and the various working parties. It also sought to streamline consultation and enhance RCC engagement with the City. The Chairman suggested that the document be considered at the RCC's AGM on 3<sup>rd</sup> February 2014 (date to be confirmed). The Chairman also suggested that, at this time, the Committee might also wish to review its Terms of Reference. The Town Clerk confirmed that it was good practice to do so regularly.

5. **SLA REVIEW**

The Committee received a report of the Director of Community and Children's Services, which reviewed the estate-wide implementation of Service Level Agreements for the quarter July to September 2013.

6. **PROGRESS OF SALES AND LETTINGS**

The Committee received a report of the Director of Community and Children's Services, setting out the sales and lettings which had been approved since the last meeting.

7. **REVENUE AND CAPITAL BUDGETS - LATEST APPROVED BUDGET 2013/14 AND ORIGINAL BUDGET 2014/15 (EXCLUDING DWELLINGS SERVICE CHARGE INCOME AND EXPENDITURE)**

The Chairman proposed that items 7 and 8 be taken together. The Committee received two joint reports of the Chamberlain; one relating to revenue and capital budgets and the other to the service charge account. During the debate and discussion the following items were noted:

**The treatment of asbestos.** Members noted that inspection works had started and the original budgets were based on initial feedback. The Head of Property Services agreed to provide members with an update.

**The treatment of original budgets and mid-way revisions.**

Members agreed that it would be helpful to receive a variance analysis with the September Outturn Report. It was also suggested that it might be helpful to refer to 'original budgets' as either 'estimates' or 'latest approved forecasts' and include dates and a variance column, which would focus attention on the most significant changes. The Town Clerk suggested that a briefing session for members might be helpful, directly before the September Committee.

**Concrete contingency.** Members noted that repairs to Breton and Mountjoy were imminent and would be followed by the other low rise blocks but funds had not been committed.

**Asset Management Strategy.** Officers were working on a 5-year programme, which would assist with planned maintenance. An update would be presented to Committee early in 2014.

8. **SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT - LATEST APPROVED BUDGET 2013/14 AND ORIGINAL BUDGET 2014/15**

The Committee received a joint report of the Director of Community and Children's Services and the Chamberlain.

9. **CAR PARK CHARGING**

The Committee received a report of the Director of Community and Children's Services, which sought to extend the charging policy for car parking on the estate for another year. Officers reported that occupancy was currently very good.

Members were concerned that, last year, the charges had come into effect a quarter later (i.e. June, not March) and therefore, the increase would be effective after just 9 months and not a full year. In order to correct the position the report would be revised for the Barbican Residential Committee for decision on 9 December 2013.

10. **RECOGNISED TENANTS' ASSOCIATIONS - ANNUAL REVIEW 2013**

The Committee received a report of the Town Clerk which set out the results of the 2013 RTA Audit. The Town Clerk was pleased to advise that all House Groups, which had applied, had achieved the RTA status. Members noted that the Town Clerk would formally notify the Chairmen of the House Groups, after the report had been presented to the BRC on 9 December 2013.

11. **UPDATE REPORT**

The Committee received a report of the Director of Community and Children's Services, which updated members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in September 2013. The report also provided updates on other issues on the estate.

During the debate and discussion, the following matters were noted/raised:

**Frobisher Crescent.** The House Group representative thanked the Barbican Estate Office for their input on the heating issues, which were being actioned.

**Barbican Exhibition Hall 1 – Proposed Tenant – London Film School (LFS).** The RCC agreed that the BA should progress the agreement on the lease terms.

**Hand watering of podium gardens.** The Barbican Estate Office would recharge the Barbican Centre as they had been responsible for the termination of the water supply to the irrigation system on Ben Jonson Highwalk.

**Beech Gardens.** Members noted that, due to an oversight, the grilles on the health and safety platforms on top of the turrets had been installed without listed building consent. The grilles were necessary for Health & Safety to prevent unauthorised persons access and had been painted black, as this was less obvious than a galvanised finish. The Head of Property Services agreed to investigate further and offered to report back to members. Members noted that the Project Board had been extended to include representatives from the

nearby houses and there was a vacancy for a representative from Defoe House.

Bunyan Court and John Trundle House Groups proposed a resolution, to the BRC on 9 December 2013, which sought assurance of delivery on the Beech Gardens project by the end of 2014. They also asked for further assurance of the control measures in place on similar projects. Residents remained frustrated that the works were taking a long time and had left part of the estate in a dilapidated condition, resulting in a loss of amenity.

The Housing Service Director explained that all City of London projects were subject to very robust scrutiny by the Projects Sub Committee (a sub group of the City's Policy and Resources Committee). The process included a detailed outcome report which, once works were complete, gave members an opportunity to analyse the lessons learnt. In addition to this, the project had been subject to (1) a full accounts audit and (2) a project management audit, which had been inspected by the Town Clerk.

The Director reminded Members that the podium had been leaking for some 30 years and various piecemeal works had failed to correct the defect. It was therefore essential to find a final, sustainable solution that would act as a benchmark for any future works. The Director acknowledged that the works were unsightly and, given the complex nature of the project, it had been a slow process. However, members were assured that a solution had been found, the contract had been let and the works were due to start in January 2014. The project was now at 'Gateway 6' in the City of London's Project Management Procedure - the outcome and lessons learnt being reported at 'Gateway 7'.

After hearing the Director's explanation, the Chairman asked members if they were amenable to deferring this resolution to the AGM in February 2014, which they agreed to do. In the interim, members asked to see the findings of the accounting and project management audits. The Town Clerk advised that Gateway 7 reports (to the Projects Sub Committee) were produced at the conclusion of the project and members asked if they could contribute to this report. Members also asked if the Director's explanation could be emailed to the House Groups.

**Soft Landscaping Working Party.** The first meeting had been arranged for 16 December 2013. The working party had requested information on the pre-condition and types of planting and the Director of Property Services agreed to provide this.

**Asbestos.** Members noted that the BEO held an asbestos register and there were regular examinations of all common areas. All phased removals, where necessary, would form part of the Asset Management Plan.

**TV upgrade.** Members noted that the contract had been signed on 22<sup>nd</sup> November 2013. The installation was likely to start in Shakespeare Tower, early in the new-year, with completion expected within 6 months. Members noted that the working party was likely to remain active during the installation

and the AGM in February could consider whether its role might need to change. Officers explained that residents would be able to leave keys with the estate office to allow access. The RCC thanked the working party for their hard work and commitment to this project.

**Underfloor Heating Working Party.** The Chairman reported that a working party had been convened after the last meeting. Given that there had been 26 expressions of interest for just 4 places, the Chairman had also formed an advisory group. The working party had met 3 times and the first set of minutes was included in the update report. They had also been extremely fortunate in sourcing monitoring equipment, free of charge.

Members noted that the working party would cover the re-award of the contract, and measurement of heat and current energy usage so that a usage profile can be formulated from which a more favourable energy tariff may be negotiated when the City goes out to tender for a new supplier next year. It will also consider other possible enhancements to improve efficiency and value (i.e. insulation and controls). Members noted that the system was far from life-expired, was running efficiently, its maintenance was inexpensive and failures were low.

**Tiles on the plinths on Ben Jonson Highwalk.** An update would be provided after the Streets and Walkways Committee meeting in January 2014.

**Concrete Works.** The Chairman of the Barbican Association (BA) advised that the BA and house groups of Lauderdale, Shakespeare, and Cromwell Towers continued to dispute whether the costs of the recent concrete repairs were fully recoverable from the long leaseholders. The Chairman of the BA and the groups were grateful to the Chairman of the BRC and officers of the BEO for their provision of information and willingness to give their time to meet with residents over this issue. However, their disagreement was not about the need for the repairs, or their nature, but a legal one as to what residents assert as defects to the structures and the provisions of the leases. The BA's Solicitor had sought Counsel's opinion and had written to the Comptroller and City Solicitor in the past 2 days, requesting a meeting.

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

The questions asked by members, in advance of the meeting, had been emailed and tabled (please see Appendix A to these minutes). There were no further questions.

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

There were no items of urgent business

**The meeting closed at 8.40 pm**

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Chairman

**Contact Officer:**

**Julie.Mayer@cityoflondon.gov.uk**

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**RESIDENTS CONSULTATION COMMITTEE (RCC) 25 November 2013  
– PRE COMMITTEE QUESTIONS RAISED BY RCC MEMBERS**

Q. When are we going to see the results of the consultation over the horrid chairs and tables by St. Giles and on the Ben Jonson Highwalk?

*A. This was scheduled to go to Streets and Walkways Committee on 18 November. Unfortunately this report was not presented and will not be heard until January 2014.*

Q. Page 66 – Proposed Tenant – London Film School – Can we please have it written into the lease terms that the public / visitors will not be allowed on to the premises after 23.00 so as to preserve the amenity of the residences nearby (and above); and if not, why not?

*A. The BEO will pass on this request to the Barbican Centre.*

Q. We understand that there is a Beech Gardens Project Board and that John Trundle, Bryer and Bunyan will be represented thereon. The LTHG Committee have asked me to enquire – Could officers also find space for a Lauderdale Tower rep, given that we overlook the space and have a principal exit at podium-level into the area?

*A. After review, the BEO will be extending an invitation to join the Board, to a rep from both Lauderdale Tower and Defoe House.*

Q. The question of tiling on the podium comes up repeatedly but I really would like to know when the dislodged tiles from the plinths on Ben Jonson High Walk are to be put back? It doesn't appear to be a case of waiting for replacements as the tiles are on the ground beside the plinths, so what is the delay? This simple maintenance job has been outstanding for years so could we have the matter dealt with as soon as possible.

*A. The repair of the plinths forms part of the Streetscene project which covered Ben Jonson Highwalk and St Giles' Terrace. However funding for this repair will only be available if the Streets and Walkways Committee take the decision to retain the current benches. If there aren't the funds to carry out this work as part of Streetscene, then the BEO will add these to our tiling priorities list.*

Q. Control of Vehicular Entry to and Parking on St Giles Terrace.

On Saturday 2 November two trucks, one carrying a small crane, and a very large pantechnicon entered St Giles Terrace. One vehicle had considerable difficulty in exiting through the available exit space at about 10.30pm that evening. It collided with the right hand bollard of the Terrace traffic barrier, knocked it onto the ground and breaking up the surrounding tiles. The noise was heard in nearby flats and at least a part of the collision was witnessed. This was a vivid reminder of the continuing need for better control and supervision of the vehicles entering the Terrace, in particular the very large and very heavy ones. Although there is a good recognition that access to the Terrace for service vehicles is necessary and has been agreed subject to certain conditions, there remains a query as to whether this access should permit all day parking. There is also a query as to whether there should be a limit on weight, size and the number of such large, heavy vehicles being on the Terrace at any one time.

Residents in houses overlooking the Terrace appreciate that a number of initiatives have been set in motion by CoL personnel during 2013 to put a system into place to attend to this matter. The solution has not yet been found though we welcome the recent swift repair of the barrier and the patching of the broken tile work.

At the RCC Meeting of 28<sup>th</sup> January 2013 the Gilbert House representative expressed concern (BOUG item 16. Appendix 3, page 23) about the level of apparently unauthorised parking on St Giles Terrace. This expression of concern was followed by an onsite meeting with CoL Officers in early March and a BOUG Meeting later in March when it was reported that this matter was thoroughly discussed. A plan for better control of traffic entering the Terrace was implemented and for a while and had some success when the barrier was closed. However the system fell away. A different plan involving the BEO Officer more directly was drawn up in the Summer but that too fell away, possibly because of the large number of service and construction vehicles entering the CLSG construction site.

The CoL officers in charge of the Terrace are asked for feedback about proposed action to ensure that the St Giles Terrace traffic barrier is properly used and that a regular system is set up for the sustained control and supervision of vehicles, particularly very large and heavy ones, entering the Terrace.

In March 2013 there was the suggestion that the long term solution might be reconsideration of an electronic traffic barrier. May we know if this idea or other options are still under consideration?

In March 2013 there was the suggestion that the long term solution might be reconsideration of an electronic traffic barrier. May we know if this idea or other options are still under consideration?

*A. With regards to the damage to the bollard and tiling that has recently occurred, a temporary repair was promptly carried out and the BEO is liaising with City Surveyors and the School as to when the best time to complete the permanent tiling repair will be. The repair is expected to take 2 days to complete. This will be paid for by the contractors. This accident happened despite banksmen being present and the BEO does expect that all relevant bodies (be it the School, the Church or indeed residents) take responsibility for their deliveries and their contractors. The BEO does not have the resources to "police" St Giles' Terrace. However, working alongside the City's Surveyors and Highways departments, the BEO is aiming to improve the management of vehicular access to the estate, which will include a review of the type and weight of vehicles that are suitable, particularly those to the podium areas. The BEO will also raise this matter at the next Barbican Operation Users Group Meeting to be held on 28 November.*

*Regarding the barrier, this has been looked at previously and the BEO will ask that it be reviewed at the next Barbican Operation Users Group Meeting.*

Q. Gilbert House Residents welcome the fact that the drains on St Giles Terrace have been reviewed and would welcome learning of the findings of the review. There are photos of the extensive pooling around two of the drains taken on 28th October and again on 3rd November when the pooling was still present.

*A. The review referred to in the SLA appendices is that Estate Office staff were monitoring the drains on St Giles every time there was rain for a period on months to note if they blocked. The drains on St Giles Terrace are cleaned as part of the state-wide drain programme. At this time, following torrential rain and the storms of the previous weekend, there were a number of blocked drains across the estate. These were dealt with by our contractors. Property Services will be using the information on frequency of drain unblocking to help determine if the frequency of the cyclical work should be increased.*

Q. p80 : It is difficult to tell from the meeting notes whether the references to "Working Party & Advisory Group" are to one group or two separate groups. Could this be clarified please? e.g. The second line of item 3 refers to 'group', implying one group, but the reference to 'Advisory Group' a few lines further down implies that it is separate from the Working Party.

*The Working Party and the Advisory Group are 2 separate groups. The Advisory Group sits behind the Working Party, is able to view all minutes and papers and is able to discuss and offer advice to the Working Party. The Advisory Group is formed of residents and Tim Macer is the conduit between the 2 groups.*

Q. p81 item 5 : It would be helpful to know the terms of reference that the working party is working to, please.

*The Terms of Reference were agreed at the meeting held on the 21.11.13. These will be tabled at the RCC.*

Q. p82 item 9 : Are minutes available yet from the meetings on 29th October and 18th November (probably too soon for the latter), or can we have an update at the RCC meeting? I looked on the "Working Parties & minutes" webpage, but the working party is not yet listed there.

*The minutes will be available once agreed at the next meeting. Therefore minutes for the meeting of 29.10.13 are now available as they were agreed at the meeting held on 20.11.13. 29.10.13 minutes will be tabled at RCC. Minutes will be uploaded to Barbican Website week commencing Monday 25 November.*

<http://www.cityoflondon.gov.uk/services/housing-and-council-tax/barbican-estate>

Q. I would like to know why the new roof we recently paid for which was white and is now greeny dirty white was not painted or cleaned during the external decoration contract.

*This has not previously been included as part of the external redecoration programme. However future redecoration condition surveys are to include roof areas and will be included as part of the project where necessary.*

Q. I would also like to see on our service bills the elements of the extra cost of the decorations separated from the normal service charge "not as it is" just one figure that is larger than usual. As we can't tell if the contract price has any extras or deductions from the quoted contract price we agreed too.

*The invoice cannot be broken down. The schedule and letter (estimates June – actuals September) shows a clear break down. Redecorations come under Major Works, Redecorations.*

**Q.** The Beech Gardens project has run on for so long now every time a start date is given it is later changed, I would like to let you know that Bunyan court residents as many other residents in the area are very un-happy with the progress and the moving of the goal post as to when this will be finished.

*Noted.*

**Q.** YMCA – We are now aware of the 1<sup>st</sup> meeting for residents to attend on the proposals of the YMCA, we would like to ensure that the locally affected resident's voice is heard and reviewed by the RCC in setting up a working party (done through the BA) and I would like to propose David Murray the chairman of Bunyan House Group to Chair this group.

*This will be passed to the Barbican Association*

**Q.** City of London sign's falling to the pavement. What is the city doing about their signage on buildings to ensure the public are not going to be killed by signs falling from buildings? (Shakespeare pub 27-10-2013)

*The response to this question involves several departments. We will compile our answer and forward on to the Committee as soon as we have it.*

**Q.** Renters – short term 6 to 12 months. As residents we all know when someone new moves into our block from the noise and lack of understanding any rules of living in the Barbican i.e. banging the sliding doors, putting rubbish out at weekends, drilling walls at all hours, putting furniture together on the balcony, hanging washing out and partying on the balcony. Our experience. We all know the **car park attendants know** who is moving in and moving out; can this be fed back to the estate office and house group for us and you to drop a welcome letter pointing out the Barbican rules; also you are missing out on the fee from the long term lease holder registering them? This is also a security issue with short term renters who have key access up to our front doors and we don't know who they are.

*This is feedback to the BEO. Where the BEO knows of a new resident, a welcome pack is sent out. This information can't be passed on to House Groups unfortunately.*

**Q.** Baggage Store Waiting List. Since the 08 March 2011 I have been on a waiting list for a baggage store in Bunyan Court Car Park as a swap for the one I have in JTC, because they are bigger, I already have a store room in Bunyan Court Car Park but on its own its not bigger enough. I understand from an officer "because you are waiting for a swap, other residents who do not already have a store will automatically be prioritised over you on the waiting list". As there is always a waiting list for stores, I guess I will never get a store room in Bunyan Court car park. I would suggest that when the store came up in Bunyan Court car park, I could have moved my stuff from JTC to the new store and made available the JTC for the waiting list = this would make everyone happy.

*The BEO is prioritising the many swap requests for baggage stores over the next few months. In this particular instance the resident already has a store in Bunyan Car Park and this would be an additional store in Bunyan Car Park even though it is a swap. There are currently 3 residents waiting for a store in Bunyan Car Park who have no other store on the estate.*

**Q.** Progress of Sales and Lettings. Why is Frobisher Crescent excluded from the report (see page 26)

*The flats in Frobisher Crescent were sold by United House and not the City of London therefore we don't have that information to publicise.*

**Q.** Update Report, Appendix 2 Frobisher Crescent. Please explain the last sentence: 'In relation to the fire compartmentation, UHL are arranging access to undertake a CCTV inspection'. What does this refer to? Page s 84 and 85

*This relates to a potential issue that not all services penetrations were adequately fire-stopped. UHL are adamant that this is not the case and had building control inspections and sign off to support this. However they agreed to undertake a cctv survey to the area in question to confirm.*

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# Agenda Item 5

<b>Committee:</b> Barbican Residential Committee	<b>Date:</b> 9 December 2013
<b>Subject:</b> Terms of Reference of the Barbican Residential Committee	Public
<b>Report of:</b> Town Clerk	For Decision

## Summary

1. As part of the post-implementation review of the changes made to the governance arrangements in 2011, it was agreed that all Committees should review their terms of reference annually. This will enable any proposed changes to be considered in time for the reappointment of Committees by the Court of Common Council.
2. The terms of reference of the Barbican Residential Committee are attached at **Appendix 1** to this report for your consideration.
3. The Chairman has pointed out that currently there is no reference to this Committee's involvement with the appointment of the Director of Committee and Children's Services and has suggested that this be addressed by including the following in the Committee's terms of reference:-  
  
*4(C) the appointment of the Director Community and Children's Services Committee (in consultation with the Community and Children's Services Committee).*
4. In considering the suggestion it should be noted that, in light of recent emerging committees, Boards and other changes, the Establishment Committee has asked the Director of Human Resources to undertake a general review of the appointment of Chief Officers. This is scheduled to take place early next early.
5. No other changes to the Committee's terms of reference has been identified.

## Recommendations

1. That consideration be given to the change suggested by the Chairman;
2. Subject to the outcome of recommendation (1), the terms of reference of the Barbican Residential Committee be approved subject to the concurrence of the Policy and Resources Committee and the Court of Common Council as set out in **Appendix 1**; and
3. Any further changes required in the lead up to the appointment of committees be delegated to the Town Clerk in consultation with the Chairman and Deputy Chairman.

### **Contact:**

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## BARBICAN RESIDENTIAL COMMITTEE

### 1. **Constitution**

A Non-Ward Committee consisting of,

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

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

### 2. **Quorum**

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

### 3. **Membership 2013/14**

Non-Residents:-

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

Residents:-

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

#### **Aldersgate**

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

#### **Cripplegate (Within)**

David John Bradshaw  
Vivienne Littlechild  
Angela Starling

#### **Cripplegate (Without)**

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

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

### 4. **Terms of Reference**

To be responsible for:-

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

*Barradell*

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# Agenda Item 6

<b>Committee(s):</b>	<b>Date(s):</b>
Barbican Residential Committee	9 <sup>th</sup> December 2013
<b>Subject:</b> Barbican Estate – Concrete Investigation and Repairs	<b>Public</b>
<b>Report of:</b> Director of Community and Children’s Services	<b>For Decision</b>

## Summary

1. This report follows the resolution of the Court of Common Council on 19 April 2012 requesting your Committee to consider the question raised by the Ward of Cripplegate, Within and Without that the City, as landlord, should not charge the cost of the work to the three Barbican towers to long leaseholders. This report provides a background as to why the work was necessary and evaluates whether the work can be considered to be the making good of a structural defect in the original construction.

### **Recommendations**

2. That the Barbican Residential Committee is asked to consider this report and agree the conclusion that the works are not the rectification of a structural defect, but rather general repairs and maintenance, and that the lease stipulates that such work is recoverable through the service charge.

## Main Report

### **Background**

3. Your Committee received a report in March 2012 regarding the results of the concrete investigation and repair works which had been necessary to be undertaken to the three Barbican Towers. The general conclusion was that the concrete had been assessed to be in remarkably good condition for its age and that further works of this nature should not be necessary for 20 to 30 years.

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

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

5. It was resolved by the Court that the resolution be referred to the Barbican Residential Committee for consideration.
6. Following this resolution and a request by the Barbican Association (BA) to defer the final report, to enable further consideration to be given by the BA, a request for additional information was received from the Barbican Association in January 2013. The Questions and Officer’s responses are provided in appendix A.
7. A follow up meeting took place on 30<sup>th</sup> April 2013, chaired by the then BRC Deputy Chair – Mr Gareth Moore with representatives from the BA, RCC and present were City of London Officers, Bickerdike Allen Partners and Dr J Broomfield. Please see Appendix B – Minutes of Meeting 30<sup>th</sup> April 2013.
8. A report scheduled for Barbican Residential Committee in September 2013 was further deferred, at the request of the Barbican Association (BA), until December 2013. During the intervening period, additional information was requested by the BA, which was subsequently provided by Officers on 27<sup>th</sup> September 2013. An exchange of correspondence has been entered into between the BA’s solicitors and the City of London Solicitor’s, however, to date no additional information has been forthcoming to articulate their argument in support of their request that the City of London should not charge the cost of the work to the Tower block long lessees.

### **Summary of the work carried out**

9. Following the safe removal of a loose section of concrete to Shakespeare Tower in June 2011, consultants Bickerdike Allen Partners were called in to provide specialist advice. Following receipt of their recommendations, arrangements were put in place to inspect all three Towers for loose concrete fragments due to the potential health and safety risk, and tests carried out to determine the condition of the concrete generally.

10. As the estimated cost of the work exceeded the statutory limit for leaseholders' contributions, a statutory consultation notice was issued to leaseholders concerning the investigative works. A further notice was despatched, when the extent and cost of the repairs became known, following the examination and report by the Engineers. In July 2013 the City of London sought and obtained dispensation from further consultation from the Leasehold Valuation Tribunal (now First Tier Tribunal – Property Chamber), under section 20ZA of the Landlord and Tenant Act 1985, in relation to the works undertaken thus far and the retention of Structural Renovations for the forthcoming finishing works.

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

11. The term “structural defect” in this context relates to the original Housing right to buy legislation which stipulated that a local authority landlord could not recover the cost of correcting such defects from leaseholders. However, these costs could be recovered if the purchaser of the flat had been informed of the defect before the purchase or, if the defect did not become apparent to the landlord until at least 10 years after the sale.

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

### **Concrete Inspections and Nature of Repairs.**

13. The results of the recent technical investigation carried out by the engineers have been analysed by consultants Bickerdike Allen Partners and their March 2012 report is attached as Appendix C. In general terms, the repairs were entirely expected and usual for buildings of this age and, following laboratory analysis, the concrete was found to be of very high quality. The isolated problems discovered were typical of a building which is over 40 years old and were very minor in relation to the overall amount of exposed concrete. In contrast, an example of a problem discovered with older concrete buildings was the use of high alumina cement during construction, which eventually results in a weakening of the concrete; fortunately, this material was not used in Barbican concrete.

14. The repairs required were of a cosmetic nature rather than structural – i.e. they did not adversely affect the load bearing capacity – although they had to be classified as essential due to the health and safety risk. It is accepted that all elements of a building will deteriorate over time, and it

is reasonable to expect that periodic inspection and maintenance work of this nature will be required to keep the property in good condition for the future.

15. The works to the concrete do not amount to works to make good a structural defect but are works necessary to effect repairs and maintenance, unlike for comparison the replacement of the Barbican roofs, which were known not to be fit for purpose, as they were leaking from the outset due to incorrect design.
16. This statement is further supported by earlier inspections of the Towers carried out by Ove Arup in 1986 at which time they concluded that:

*“The concrete of all three Tower Blocks has, as reported to you, recently been inspected. The condition of the concrete was discovered to be generally good, and free of major defects.*

*None of these defects are of structural or other particular significance. No such defect has constituted a potential safety hazard, for example, arising from the detachment of concrete from the building surface.*

*No evidence of defects due to alkali silica reaction, or chloride attack, were evident on inspection, or were expected.”*

### **Corporate & Strategic Implications**

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

### **Legal Implications**

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

### **Conclusion**

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

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

20. Therefore, even if the repairs amount to the making good of a structural defect, which they do not, long leaseholders still have a contractual obligation to contribute towards the costs incurred as a result of the operation of the second part of sub-clause ii(ii) above and as referred to in paragraph seven above.

### **Background Papers:**

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

### **Appendices**

Appendix A – Response to BA questions Jan 2013  
Appendix B – Minutes of meeting 30<sup>th</sup> April 2013  
Appendix C – Bickerdike Allen report dated 16 March 2012

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**Barbican estate concrete: surveys, repairs, and charging**  
**Questions / Answers**

1. It is clear from the previous reports we have now seen, notably *Barbican Estate—Spalling Concrete*, report dated 5 April 1986 for Barbican Residential Committee, 14 April 1986 and the *Physical Future of the Barbican Estate* 1991, that the existence of some defects to the concrete has been known to the City since at least 1986. For example, in para 2.2.6 of the 1986 report it describes a number of minor defects “due to local instances of insufficient cover to reinforcement and less dense concrete.”

The fact that the attendees at the 1986 meeting to consider the report included the town clerk and senior officers from the city engineer’s department suggests that there was concern at a high level within the City about the nature of defects to the concrete at that time.

1) Prior to the April 1986 concrete report there had been a number of issues concerning the Barbican Estate and all of its building components, including health & safety implications, some of which had involved possible litigation against Chamberlin, Powell and Bonn, the architects of the estate. In view of this, subsequent issues that arose at that time concerning the concrete were also reviewed by senior officers. With regards to the concrete aspect, the April 1986 report states that “none of the defects are of structural or other particular significance. No such defect has constituted a potential safety hazard” and “the condition of the concrete was discovered to be generally good, and free from major defects.”

2. Both the 1986 and 1991 reports state that the consultants consulted at the time said that the defects should be mitigated by repairs followed by regular monitoring and maintenance.

For example, in the 1991 report Section 2 on pp. 4-5, covers the “Structure and Exterior”. Within sub-section 2.1, Concrete, it says: “The concrete should be durable, provided that proper maintenance is carried out.”

2) Periodic inspections of the concrete have been carried out; either by commissioned specialists or by Barbican Estate staff and contractors in the course of their normal duties or through carrying out conditions surveys to inform other works specifications e.g. external redecoration. Whenever defects have been identified these have been attended to either individually or as part of a wider programme e.g. mastic works to concrete joints. In all cases these defects have been minor and most did not require any remedial action.

3. The defects identified in the concrete in the 1986 report were not listed in schedule 4 to the leases that were issued by the City when people started to buy long leases to the flats.

3) The defects identified in the 1986 report were not included in schedule 4 of the leases issued to prospective buyers because they are not considered to be a structural defect.

4. The repairs and regular inspections and maintenance recommended in 1986 and again in 1991 were not carried out.

4) Following the 1986 report, repair works were carried out. This is confirmed in the Ove Arup report.

5. The work done in 2012, the subject of the current reports, is the first repair and maintenance that has been done to rectify problems first formally identified in 1986. We accept that the concrete generally is in good condition (something residents are pleased about). However, the main areas that have needed repair this year clearly have needed it as a result of low compaction and poor coverage (and inadequate initial repairs to those defects) that were present from the outset, at the time the buildings were built. The costs have primarily arisen from the need to remedy these initial defects.

5) The works carried out in 2012 were not unexpected and were considered to be reasonable for a building of this age and type.

6. The costs of the 2012 works to the three Barbican towers are due to be charged in full to the long leaseholders. The known existence of the defects in 1986; the lack of declaration of these defects in leases issued subsequently to 1986; and the lack of the planned monitoring and maintenance recommended in 1986 and 1991 until this year make it manifestly inequitable that all the costs should fall on the long leaseholders.

We therefore seek a discussion with you and your officers about the equitable distribution of the costs for the current concrete works – and any future similar repairs to the terrace blocks.

We also have concerns that the work done in 2012 was more expensive than it need have been (in particular, in the use of the scaffolding).

6) The scaffolding was required for the protection of the residents and the public and was a necessary requirement of the CDM Co-ordinator and the contractors. It was cost effective to leave the scaffolding in place whilst the cosmetic repairs were carried out rather than strike the scaffolding and re install it.

7. Given this last concern about a lack of cost control, together with the failure to follow up on the 1986 and 1991 reports, we also want to discuss with you the future procedures for asset management on the estate. As you know, we have long pressed for better asset maintenance planning and this has led to a working party on this issue. However, the only tangible result has been the selection of asset maintenance software. Proper implementation should significantly improve matters but we believe that 1) this effort needs to be accelerated so we can attempt to head off future issues such as this one, and 2) residents need to be more fully involved in the major maintenance decisions.

It is clear to residents that section 20 notices no longer provide long leaseholders with the level of consultation that they need and are entitled to (as major payers) about major works. Such consultation needs to include much more initial discussion of the details of the work, its rationale, its specification, and the methods of working.

We trust that the BRC will not consider further the report it already has before it until we have had a chance to discuss these issues with you and your officers. We will, of course, make ourselves available for a meeting at your earliest convenience.

- 7) Section 20 consultation is required by the Housing Act. However, where possible the BEO exceeds this requirement consistently. We consult through a variety of mediums; house groups, newsletters and individual letters to leaseholders. We use public forums such as the RCC and the BA, and we hold open meetings as evidenced in the Beech Gardens and Redecoration projects.

Asset Management has been provided through planned inspection cycles and condition surveys. In 2010 the Asset management working party was convened with a remit to develop an Asset Maintenance Plan in order to:

- maintain the fabric of the property in good condition, especially in view of its listed status, and therefore extend its life
- manage Health and Safety requirements – for example, the asbestos register and Health and Safety equipment
- gather and analyse information from day to day maintenance work
- avoid unplanned costly major repairs and to plan future financial commitments both for the landlord and residents with a view to saving money in the long term
- identify any opportunities for savings that can be made – for example, whole life cycle costings
- survey and monitor the condition of the buildings, make an assessment of the life expectancy of components so that replacement works can be programmed
- assess the buildings in terms of their sustainability and energy efficiency.

The introduction of the Asset Manager role, within the new Property Services structure, will lead this group in the development of the Asset Management strategy and the implementation of new asset management software will ensure that this aspect of the service is more visible in the future.

Specific projects to maintain or improve the asset will be delivered in accordance within the City of London's project governance arrangements; reporting through a local programme board and Project Sub Committee as required.

Our commitment to resident involvement can be evidenced as mentioned above and we will continue to consult with residents both in terms of development of the strategy and specific asset management plans and projects.

### MEETING TO DISCUSS THE CONCRETE REPAIRS ON THE BARBICAN ESTATE 30 APRIL 2013 – 11 AM – BARBICAN ESTATE OFFICE

#### PRESENT:

GARETH MOORE – Deputy Chairman of the Barbican Residential Committee (BRC)  
TIM MACER – Chairman of the Barbican Residents' Consultation Committee (RCC)  
JANE SMITH – Chairman of the Barbican Association (BA)  
ROBERT BARKER – Secretary to the Barbican Association  
EDDIE STEVENS - Housing and Technical Services Director - Community and Children's Services  
KAREN TARBOX - Head of Technical - Community and Children's Services  
DR RON CASSON – Concrete Consultant, Bickerdike Allen  
DR JOHN BROOMFIELD – Concrete Corrosion Specialist  
JULIE MAYER – Town Clerks (Clerk to the BRC and RCC)

This meeting had been called at the request of the RCC and the BRC, who had set today's agenda.

#### 1. APPORTIONMENT OF COST

The BA and RCC considered it essential that the City should apportion the costs equitably and given the history, the research they had undertaken and the opinions they had sought, they did not believe that the City's stance; i.e. that this was a 100% service charge matter, was justifiable.

Mr Barker felt that the fundamental issue was the definition of 'structural defects' and 'defects affecting the structure'. The group were asked to note an extract from the BRC minutes from 1986, which referred to minor defects on the Estate. Mr Barker felt that they should have been mentioned in subsequent leases; that the original workmanship had been inadequate and the City was therefore liable and not the long leaseholders. Mr Barker also urged the City to revisit Counsel's opinion in this matter, which had been sought by the Comptroller and City Solicitor in 1999 and 2000. Mr Stevens later confirmed that this had been done.

The group then studied pictures from a balcony at Willoughby House, where some steel had been exposed. The property was owned by Mr Macer, who confirmed that the balcony had been in this condition for at least 10 years but that there had not been any further deterioration in that time. In concluding, the RCC and BA accepted that some of the defects were due to fair wear and tear but they would like to see a fair apportionment.

Eddie Stevens then invited Dr Casson, a leading UK concrete expert, to explain the structure of concrete and its deterioration.

Dr Casson advised that all concrete structures built in the same era (i.e. 1960's and 70's) were similarly affected and the defects on the Barbican Estate were very typical. Dr Casson referred to the tabled photographs and, whilst unsightly, explained that the concrete's function was not impaired and there was no evidence of creeping corrosion on the exposed steel. In fact, Dr Casson was surprised at the very low level of deterioration on the Barbican Estate, given that many 1960's/70's concrete buildings had now been demolished. The number of affected concrete elements was very low compared with the total number in the estate, and this again reflected the high standards of construction.

In concluding, Dr Casson recommended stabilisation and cosmetic repair but emphasised that the deterioration was neither a 'structural defect' nor a 'defect affecting the structure'. Dr Broomfield concurred with Dr Casson's view and agreed that the Barbican Estate was generally a well-made structure, given that build and design standards of the 1960's and 1970's were greatly inferior to those of today.

Dr Broomfield then explained that there was currently no guidance as to how often concrete buildings should be inspected, although bridges and car parks were covered by legislation. Furthermore, prior to the introduction of robust European standards in 2000, materials and guidance had been unreliable and, therefore, any repairs could reasonably have had to have been undertaken 2 or 3 times in the time up to now, if carried out in accordance with earlier standards.

Mr Barker challenged whether proper maintenance had been carried out. Mr Stevens explained that maintenance works are regular and planned, generally before any fault arises but concrete cannot be maintained in this way. Dr Broomfield suggested that the rate of regression and timing of future repairs could be estimated from the current rate of carbonation and cover depths but this would be a complex task.

Dr Casson confirmed that the concrete on the Barbican Estate was in excellent condition, given its age. Dr Broomfield advised that low compaction occurred in all concrete buildings but new builds use special additives which prevent it. Such additives were not available in the 60's and 70's. Dr Broomfield also advised that structures such as the Barbican reach their 'design life' after about 50 years and therefore concurred with Dr Casson's view as to the Estate's excellent condition. In response to a question about carbonation, Dr Casson advised that this would only be deemed a structural defect if it coincided with low cover, which was generally not found in the surveys that had been carried out.

In concluding, Mr Stevens advised that, having carefully considered the views of leading experts in the field, he would be recommending this as a chargeable repair to long leaseholders.

The BA and RCC accepted the conclusion but, given the evidence presented, asked if there was any merit in making the repairs. Dr Casson and Dr Broomfield advised that whilst there was no pressing need from an engineering perspective, cosmetic repairs should be phased over the next few years. The BA and RCC asked to see the full concrete reports and details of any works carried out between 1991 and the present day. Mr Stevens offered to facilitate at future resident meetings on this matter.

Dr Casson and Dr Broomfield finally explained the rationale behind the amount of scaffolding used. The group noted that, as some of the testing had necessitated 'hammer tapping', there had been a risk of falling concrete. Furthermore, given the height of the tower blocks, simply cordoning off the blocks would not have provided sufficient protection. The scaffolding had remained in place whilst the concrete test results were being analysed, as this was more cost effective than dismantling and re-erecting it.

## **2. FUTURE MAINTENANCE AND ASSET MANAGEMENT PROGRAMME**

This issue highlighted the concerns expressed through the RCC and from the BA over the urgent need for an asset maintenance programme, as there will inevitably be aspects of the fabric that will require more maintenance, as the Barbican Estate ages. The BA and RCC felt that progress had been very slow to date, and sought an update on the current status.

Mrs Tarbox advised that Mike Saunders (Asset Manager) is leading on the development of the Barbican Asset Management Strategy, working with the Asset Management working party. Mrs Tarbox advised that the focus of the group to date had been on the procurement and implementation of the asset management software and acknowledged that progress had been protracted. Mrs Tarbox confirmed that work had commenced on a draft strategy, aligning key objectives to those of the City of London's Asset Management Strategy, and that an outline draft would be produced by the end of May in order to commence discussion with the working party, at a meeting to be arranged in June, regarding the further development of the strategy. (M Saunders will be arranging this meeting). Mrs Tarbox also advised that the target date for wider consultation of the strategy would be some time in August.

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

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

**16 March 2012**

**Prepared for: City of London Corporation**

**0 Summary**

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

**1 Introduction**

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

**2 The need for the survey**

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

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

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

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

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

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

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

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

### **3 The survey**

3.1 The survey was undertaken in two distinct parts –

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

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

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

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

### **4 Results**

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

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

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

Table 1 Reported concrete test results

The Elements tests are illustrated in Figure 1.

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

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

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

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

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

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

### **Depth of cover**

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

### **Depth of Carbonation**

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

### **Chloride content**

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

**Half cell potential and Resistivity**

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

**5 Remedial works**

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

**6 Review of the test reports**

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

**7 Further investigations**

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

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



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



**R Jowett  
Partner  
Bickerdike Allen Partners**

Figure 1  
Elements of the buildings







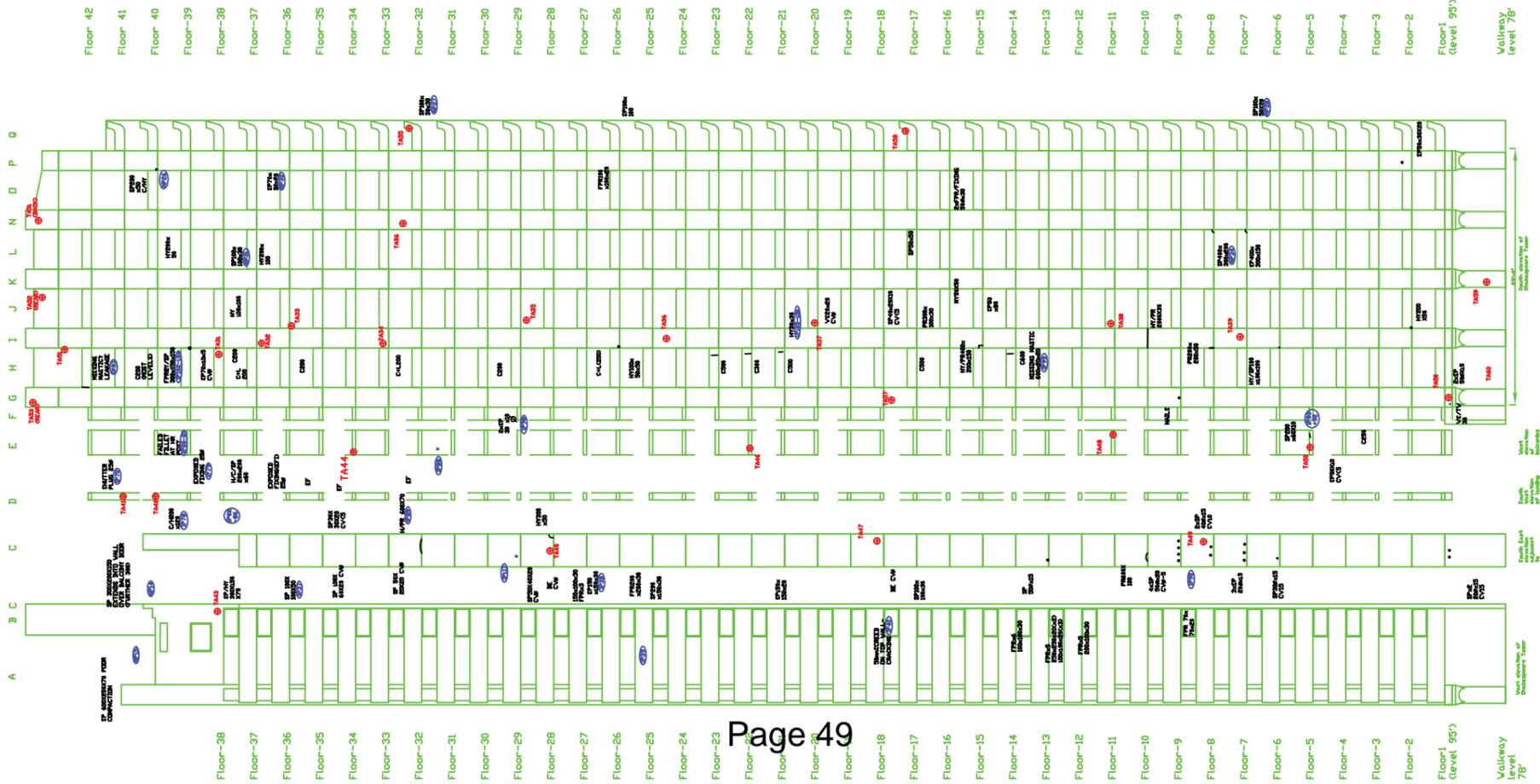
Round Columns

**APPENDIX A**

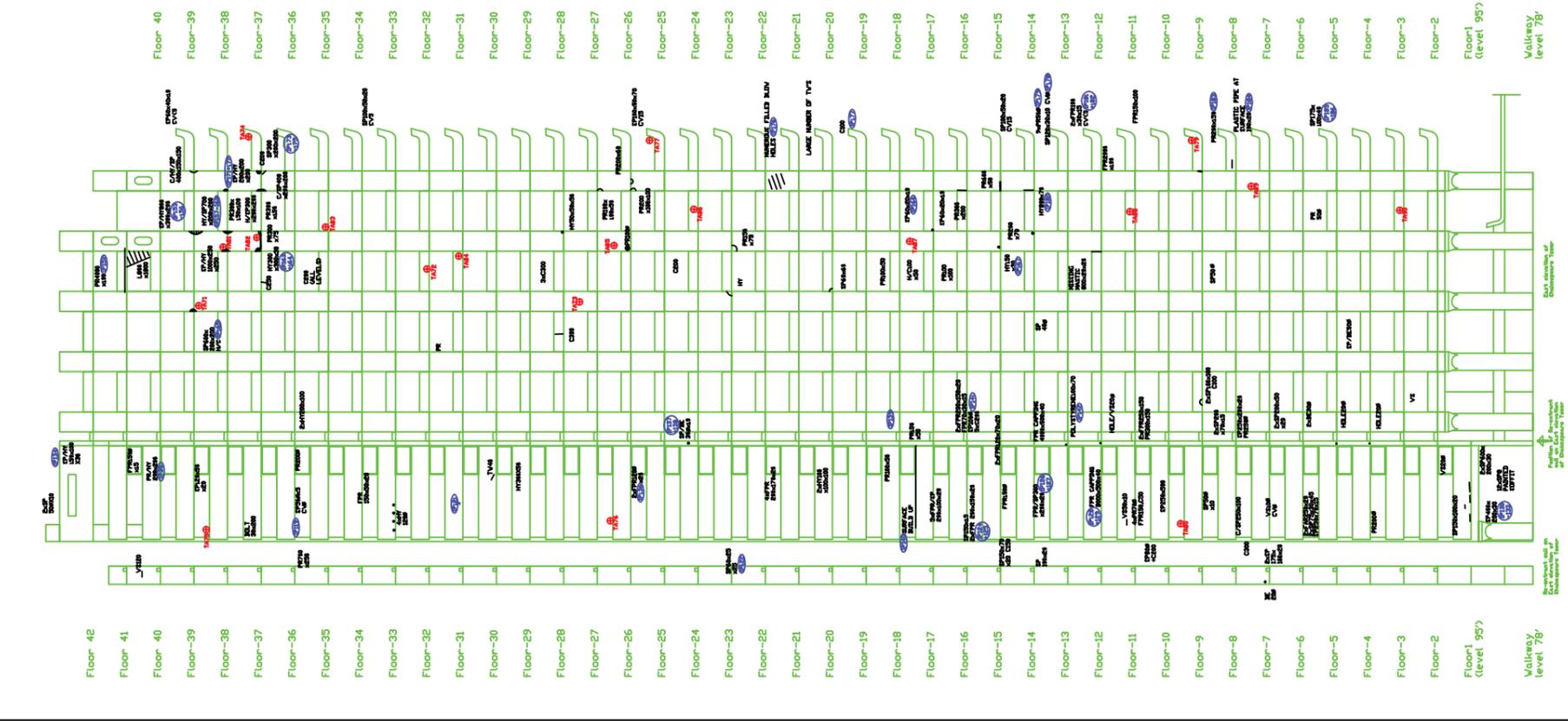
**SURVEY RESULTS FOR SHAKESPEARE, CROMWELL  
& LAUDERDALE TOWERS**

## LEGEND

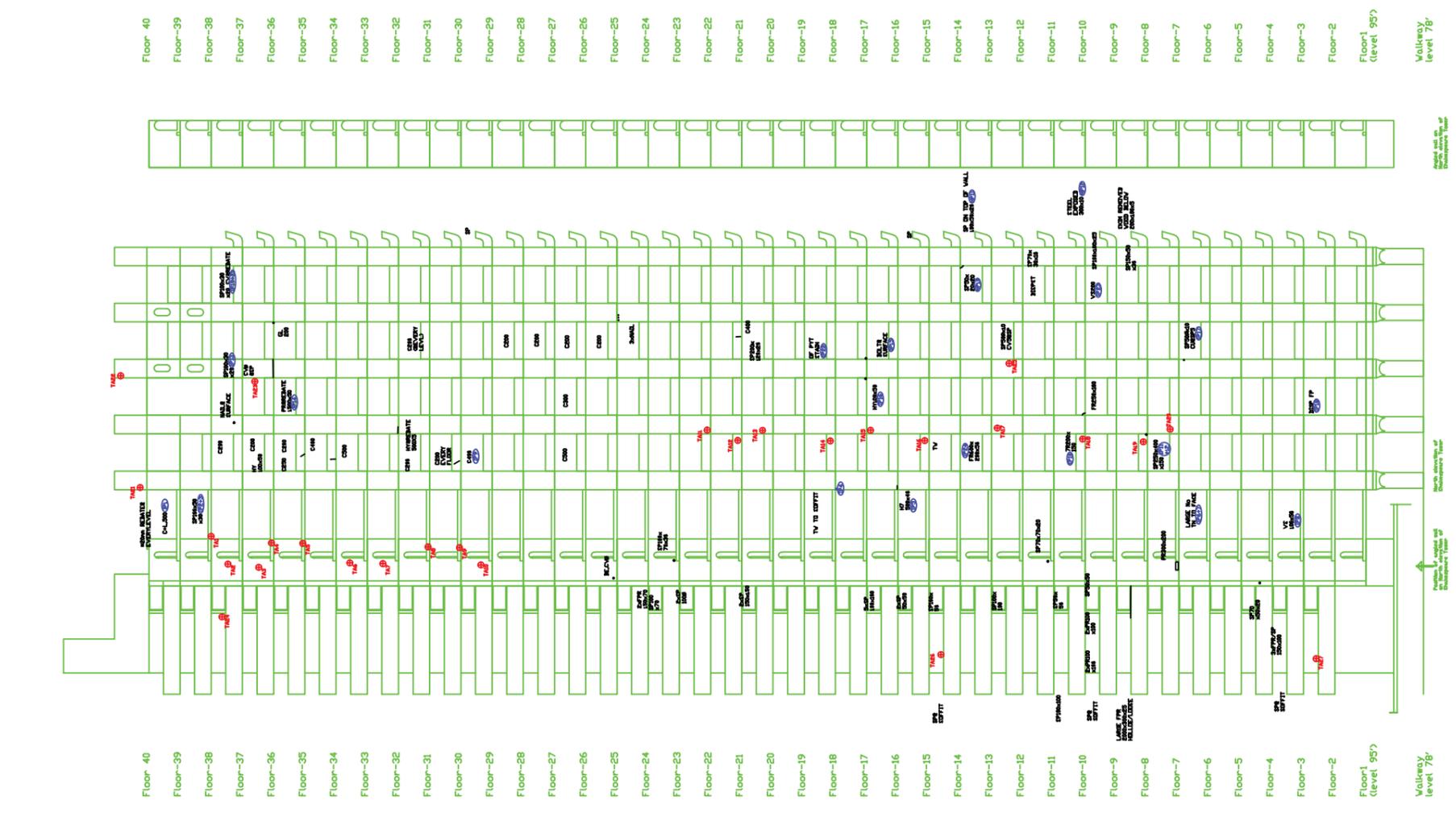
TA	Test Area Location and Reference
⊕ S	Sample Location and Reference
CV	Depth of Cover (mm)
BWK	Brickwork
CB	Depth of Carbonation (mm)
C+P	Clean and Passive Steel
SP	Spall
PR	Previous Repair
RS	Rust Spot/Stain
PY	Pyrite
BE	Bar End
B/O	Breakout to Expose Reinforcement
{ c	Crack
VS	Visible Steel
45	Rebar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



SHAKESPEARE ELEVATION A - SOUTH

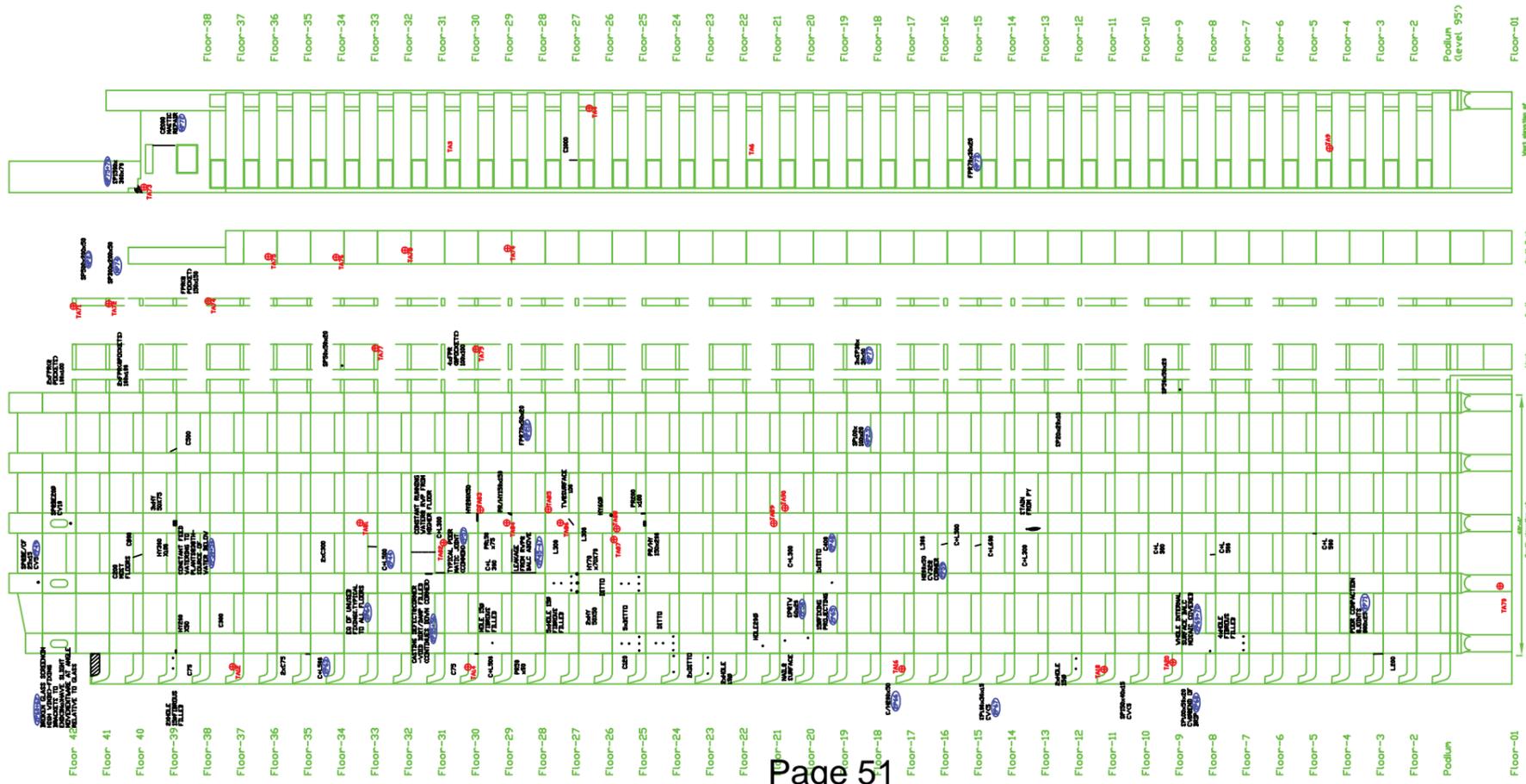


SHAKESPEARE ELEVATION B - EAST

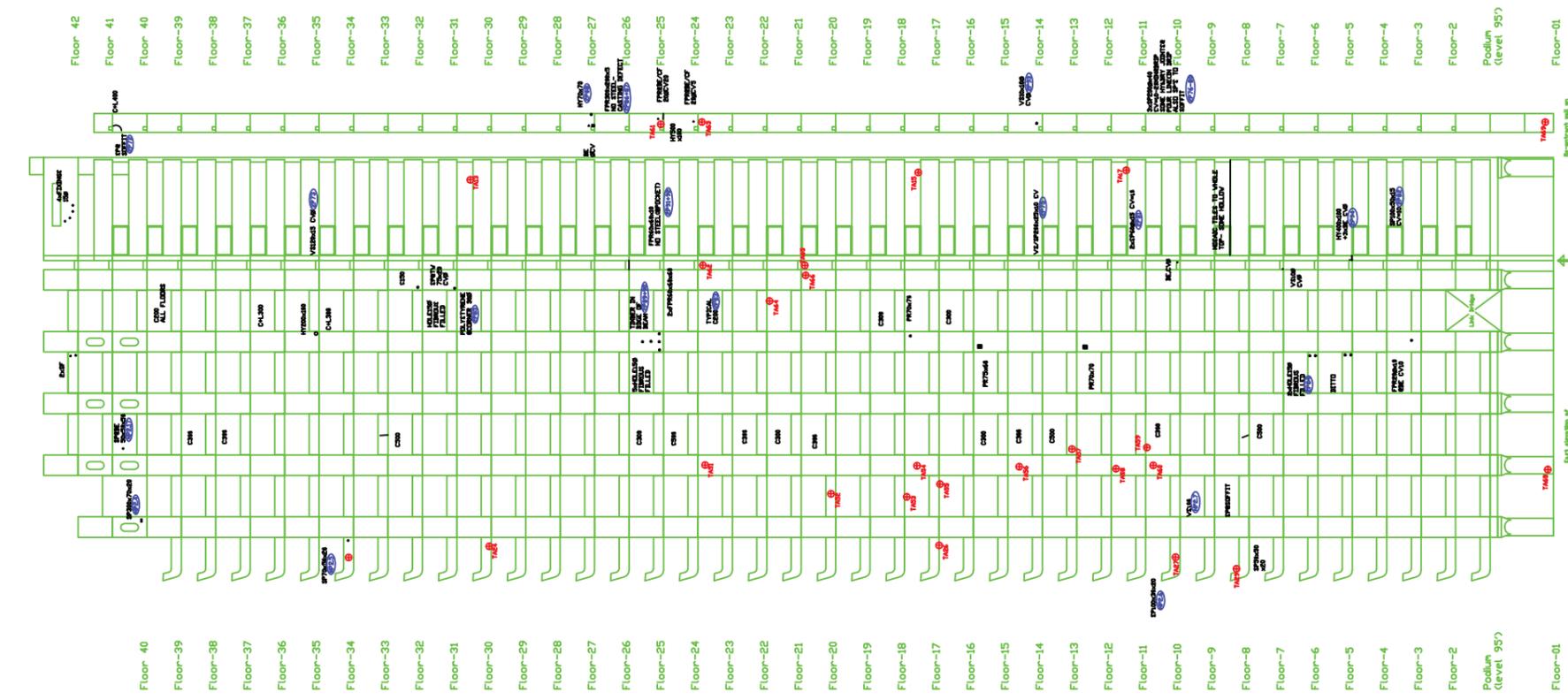


SHAKESPEARE ELEVATION C - NORTHWEST

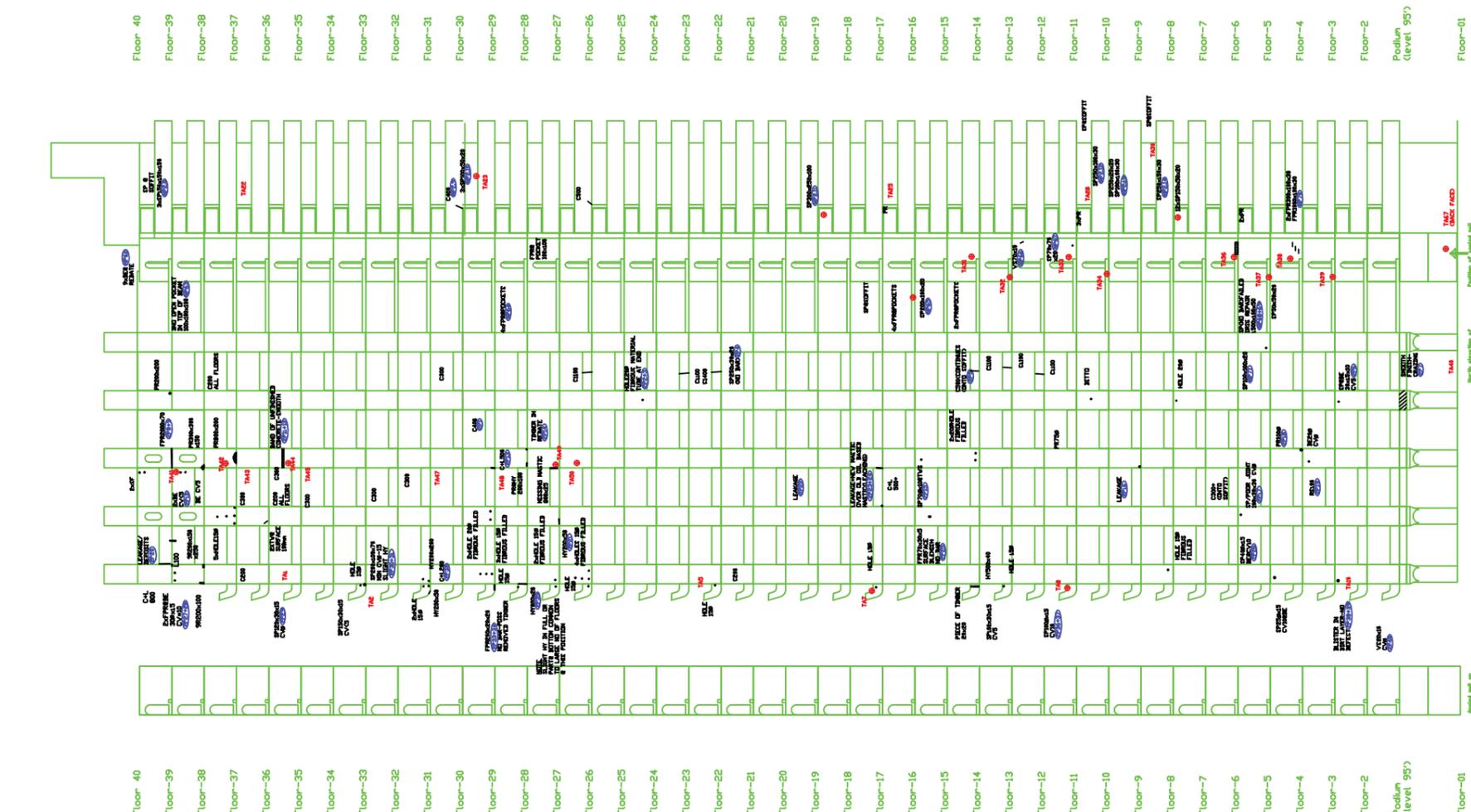




LAUDERDALE ELEVATION - WEST



LAUDERDALE ELEVATION - NORTH



LAUDERDALE ELEVATION - SOUTH-EAST

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<b>Committee(s):</b>	<b>Date(s):</b>	<b>Item no.</b>
Residents' Consultation	25 November 2013	
Barbican Residential	9 December 2013	
<b>Subject:</b> Revenue and Capital Budgets - Latest Approved Budget 2013/14 and Original 2014/15 Excluding dwellings service charge income and expenditure.		<b>Public</b>
<b>Report of:</b> The Chamberlain Director of Community & Children's Services		<b>For Decision</b>
<b><u>Summary</u></b>		
<p>This report is the annual submission of the revenue and capital budgets overseen by your Committee. In particular it seeks approval to the provisional revenue budget for 2014/15, for subsequent submission to the Finance Committee. Details of the Committee's draft capital budget are also provided. The budgets have been prepared within the resources allocated to the Director.</p> <p>These accounts do not include income and expenditure in relation to dwellings service charges, which is the subject to a separate report before you today, but does include the following:-</p> <ul style="list-style-type: none"> <li>• Landlord Services</li> </ul> <p>This includes income and expenditure relating to short term lessee flats, void flats and commercial properties as well as grounds maintenance for public areas.</p> <ul style="list-style-type: none"> <li>• Car Parking</li> </ul> <p>The running expenses, capital charges, rent income and service charges relating to 1,508 car spaces of which some 1,075 (71.3%) are currently occupied .</p> <ul style="list-style-type: none"> <li>• Baggage Stores</li> </ul> <p>The running expenses, capital charges, rent income and service charges relating to 1,261 baggage stores.</p> <ul style="list-style-type: none"> <li>• Trade Centre</li> </ul> <p>This is a commercial area of some 117,000 square feet bounded broadly by Beech Street, Aldersgate Street, Fann Street and Bridgewater Square. Capital charges are the main item of expense,</p>		

although some premises and supervision and management costs are incurred. Income comprises rent and charges for services in respect of Virgin Active, GSMD practice room, Laundrette, Vinci Parking and Creche.

- Other Non Housing

This section includes the holding costs of 2 Fann St (the former YMCA) building and provision for legacy costs of electricity in relation to a tube railway tunnel.

The provisional nature of the revenue budgets particularly recognises that further revisions may arise from the necessary realignment of funds resulting from corporate projects.

Summary Of Table 1	Latest Approved Budget 2013/14 £'000	Original Budget 2014/15 £'000	Movement £'000
Expenditure	2,562	2,396	(166)
Income	(5,159)	(5,004)	155
Support Services and Capital Charges	2,780	2,690	(90)
Total Net Expenditure	183	82	(101)

Overall, the 2014/15 provisional revenue budget totals a deficit of £82,000, a decrease of £101,000 compared with the Latest Approved Budget for 2013/14. Main reason for this decrease is a reduction of £65,000 in capital charges due to actual and anticipated dwelling sales.

### Recommendations

The Committee is requested to:

- review the provisional 2014/15 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee;
- review and approve the draft capital budget;

- authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews, corporate projects, changes to the Additional Works Programme.

## **Main Report**

### **Introduction**

1. This report sets out the proposed revenue budget and capital budgets for 2014/15. The revenue budget management arrangements are to:
  - Provide a clear distinction between local risk, central risk and recharge budgets
  - Place responsibility for budgetary control on departmental Chief Officers
  - Apply a cash limit policy to Chief Officers' budgets
2. The budget has been analysed by service expenditure and compared with the latest approved budget for the current year.

The report also compares the current year's budget with the forecast outturn.

### **Proposed Revenue Budget for 2014/15**

3. The proposed Revenue Budget for 2014/15 is shown in Table 2 overleaf analysed between:
  - Local Risk budgets – these are budgets deemed to be largely within the Chief Officer's control.
  - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
  - Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.
4. The provisional 2014/15 budgets, under the control of the Director of Community & Children's Services being presented to your Committee, have been prepared in accordance with guidelines agreed by the Policy and

Resources and Finance Committees. These include continuing the implementation of the required budget reductions across both local and central risks, as well as the proper control of transfers of non-staffing budget to staffing budgets. The budgets include a 1% efficiency savings and an allowance towards any potential pay and price increases of 2%. The budget has been prepared within the resources allocated to the Chief Officer.

Analysis of Service Expenditure	Local or Central Risk	Actual 2012-13 £'000	Latest Approved Budget 2013-14 £'000	Original Budget 2014-15 £'000	Movement 2013-14 to 2014-15 £'000	Paragraph Reference
<b>EXPENDITURE</b>						
Employees	L	1,201	1,235	1,275	40	10
Premises Related Expenses						
Repairs and Maintenance	L	502	573	601	28	11
Other Premises Related Expenses (i)	L	463	413	414	1	
Transport	L	0	1	1	0	
Supplies & Services	L/C	290	340	105	(235)	7
<b>Total Expenditure</b>		<b>2,456</b>	<b>2,562</b>	<b>2,396</b>	<b>(166)</b>	
<b>INCOME</b>						
Customer, Client Receipts (mainly rents and non-dwelling service charges,)	L/C	(5,179)	(5,159)	(5,004)	155	8
<b>Total Income</b>		<b>(5,179)</b>	<b>(5,159)</b>	<b>(5,004)</b>	<b>155</b>	
<b>NET INCOME BEFORE SUPPORT SERVICES AND CAPITAL CHARGES</b>		<b>(2,723)</b>	<b>(2,597)</b>	<b>(2,608)</b>	<b>(11)</b>	
<b>SUPPORT SERVICES AND CAPITAL CHARGES</b>						
Central Support Services and Capital Charges		3,160	3,077	2,986	(91)	9
Recharges within Fund		10	38	37	(1)	
Recharges to Service Charge Account		(329)	(335)	(333)	2	
<b>Total Support Services and Capital Charges</b>		<b>2,841</b>	<b>2,780</b>	<b>2,690</b>	<b>(90)</b>	9
<b>TOTAL NET INCOME</b>		<b>118</b>	<b>183</b>	<b>82</b>	<b>(101)</b>	

Notes - Examples of types of service expenditure:-

(i) Other Premises Related Expenses – includes energy costs, rates, water services, cleaning and domestic supplies

5. Income and favourable variances are presented in brackets. An analysis of this Revenue Expenditure by Service Managed is provided in Appendix 1. Only significant variances (generally those greater than £100,000) have been commented on in the following paragraphs.

6. Overall there is a decrease in the deficit of £101,000 in the overall budget between the 2013/14 latest approved budget and the 2014/15 original budget. The main movements are explained by the variances in the following paragraphs.
7. A budget of £172,000 included in the 2013/14 latest approved budget for security at 2 Fann St. (the former Barbican YMCA building) is no longer required in 2014/15.
8. A transfer from capital of £172,000 to compensate for the expenditure incurred for the security at 2 Fann St. (see para. 7 above) is no longer required in 2014/15.
9. Dwelling sales are anticipated to result in the reduction of £65,000 in capital charges. A detailed breakdown of Central Support Services and Capital Charges is presented in Appendix 2.
10. Analysis of the movement in manpower and related staff costs are shown in Table 2 below

Table 2 - Manpower statement	Latest Approved Budget 2013/14		Original Budget 2014/15	
	Manpower Full-time equivalent	Estimated cost £000	Manpower Full-time equivalent	Estimated cost £000
Supervision and Management	6	365	6	385
Car Parking Estate Concierge (2/3)	20	870	20	890
<b>TOTAL Barbican Residential</b>	<b>26</b>	<b>1,235</b>	<b>26</b>	<b>1,275</b>

11. A detailed breakdown of Repairs and Maintenance costs are provided in Appendix 3

### **Potential Further Budget Developments**

12. The provisional nature of the 2014/15 revenue budget recognises that further revisions may be required, including in relation to:
  - budget reductions to capture savings arising from the on-going PP2P reviews;
  - budget adjustments relating to the implementation of the City of London Procurement Service; and
  - decisions on funding of the Additional Work Programme by the Resource Allocation Committee.

## Draft Capital Budget

13. The Committee's draft capital project latest estimated costs are summarised in the Tables below.

	Exp. Pre 01/04/13 £'000	2013/14 £'000	2014/15 £'000	2015/16 £'000	2016/17 £'000	2017/18 £'000	Later Years £'000	Total £'000
Barbican podium waterproofing	493	969	2387					3,849
Property purchase (note 14.)		815						815
Baggage stores		81						81
<b>Total</b>	<b>493</b>	<b>1,865</b>	<b>2,387</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4,745</b>

14. The £815,000 property purchase was in respect to a property switch in which the leaseholder bought a higher priced property on the estate. The capital receipt for the purchase is held in the capital receipt account and not shown here.

15. The latest Capital and Supplementary Revenue Project budgets will be presented to the Court of Common Council for formal approval in March 2014

### **Appendices**

Appendix 1: Revenue Expenditure by Service Managed

Appendix 2: Support Service and Capital Charges from/to Community & Children's Services Committee

Appendix 3: Analysis of Repairs, Maintenance and Minor Improvements

Contact: Mark Jarvis (1221) or Alison Elam (1081)  
*Chamberlain's Department*

Analysis by Service Managed	Actual 2012-13 £'000	Latest Approved Budget 2013-14 £'000	Original Budget 2014-15 £'000	Movement 2013-14 to 2014-15 £'000
<b>CITY FUND</b>				
Supervision & Management (fully recharged)	0	0	0	0
Landlord Services	150	468	394	(74)
Car Parking	195	268	250	(18)
Baggage Stores	(147)	(179)	(192)	(13)
Trade Centre	(384)	(487)	(483)	4
Other Non-Housing	304	113	113	0
<b>TOTAL</b>	<b>118</b>	<b>183</b>	<b>82</b>	<b>(101)</b>

### Supervision and Management – General

This section relates to the requirements of the Barbican Estate Office including staffing, premises, information technology and support from Guildhall. The Estate Office is responsible for the management of the flats, commercial units, car parks and baggage stores. Management includes repairs and maintenance, security, cleanliness of common parts, calculation of service charges and the initial stages of arrears recovery. Total expenditure on this section is fully recharged to other sections of these accounts plus a relevant proportion to the Service Charge account, which is the subject to a separate report before you today. The IT costs are recharged on number of transactions while the other costs are allocated broadly on time sheet information.

### Landlord Services

Expenditure includes repairs to the interior of short term lessees' flats and void flats, of which there are currently 98. Grounds maintenance of public areas, insurance (other than that included in the Service Charge Account for lifts and the garchey system), capital charges relating to properties not sold on a long lease, and supervision and management. Income includes rent income from short term tenancies (apart from the service charge element), rent from ten commercial properties, licence fees for various aerial sites, and reimbursements for insurance, dilapidations and other services. Long lessees have the option to arrange alternative insurance to that provided through the

City and, consequently, insurance is accounted for in the Landlord Account rather than as part of the Service Charge Account.

The movement of £74,000 between the Latest Approved Budget 2013/14 and the original 2014/15 is mainly due to a reduction in capital charges as a result of sales.

#### **Car Parking**

The running expenses, capital charges, rent income and service charges relating to 1,508 car spaces of which some 1,075 (71.3%) are currently occupied .

#### **Baggage Stores**

The running expenses, capital charges, rent income and service charges relating to 1,261 baggage stores.

#### **Trade Centre**

This is a commercial area of some 117,000 square feet bounded broadly by Beech Street, Aldersgate Street, Fann Street and Bridgewater Square. Capital charges are the main item of expense, although some premises and supervision and management costs are incurred. Income comprises rent and charges for services in respect of Virgin Active, GSMD practice room, Laundrette, Vinci Parking and Creche.

#### **Other Non Housing**

This section includes the holding costs of 2 Fann St (the former Barbican YMCA) building and provision for the cost of electricity in relation to the 'City widened Line' railway tunnel. In the case of the latter, the City required alterations to the route of a tube tunnel and is required to pay the resultant additional electricity costs.

**APPENDIX 2**

<b>Support Service and Capital Charges from/to Barbican Residential Committee</b>	<b>Actual 2012/13 £000</b>	<b>Latest Approved Budget 2013/14 £000</b>	<b>Original Budget 2014/15 £000</b>
<b>Support Service and Capital Charges</b>			
Insurance	325	325	316
IS Recharges - Chamberlain	138	118	110
Capital Charges	2,210	2,159	2,100
<b>Support Services</b>			
Chamberlain	185	161	157
Comptroller and City Solicitor	139	148	142
Town Clerk	119	121	117
City Surveyor	20	20	21
Other Services*	24	25	23
<b>Total Support Services and Capital Charges</b>	<b>3,160</b>	<b>3,077</b>	<b>2,986</b>
<b>Recharges Within Funds</b>			
Corporate and Democratic Core – Finance Committee	(50)	(50)	(50)
HRA	5	35	34
Community and Children's Services Committee	55	53	53
<b>Recharges within Committee Service Charge Account</b>	<b>(329)</b>	<b>(335)</b>	<b>(333)</b>
<b>TOTAL SUPPORT SERVICE AND CAPITAL CHARGES</b>	<b>2,841</b>	<b>2,780</b>	<b>2,690</b>

\* Various services including central training, corporate printing, occupational health, union costs and environmental and sustainability section.

**ANALYSIS OF REPAIRS, MAINTENANCE AND MINOR IMPROVEMENTS  
ALL LOCAL RISK**

	<b>Latest Approved Budget 2013/14 £'000</b>	<b>Original Budget 2014/15 £'000</b>		<b>Budget to Budget % Increase (Decrease)</b>
	<b>A</b>	<b>B</b>		<b>B/A</b>
<b><u>Supervision &amp; Management Holding Account</u></b>				
Estate Office - Breakdown Maintenance	9	9	E	
<b>Total Supervision &amp; Management Holding Account</b>	<b>9</b>	<b>9</b>		<b>0</b>
<b><u>Services and Repairs - Landlords</u></b>				
Interior of flats let on short term tenancies and voids:				
Breakdown Maintenance	134	134	E	
Drains	88	88		
Rechargeable works - Emergency work in sold flats, dilapidations and insurance claims	50	50	A	
External redecoration (70% of soffits)	24	34	A	
<b>Total Services and Repairs - Landlords</b>	<b>296</b>	<b>306</b>		<b>3</b>
<b><u>Car Parking</u></b>				
Breakdown Maintenance - Building	180	209	E	
Consultants	0	20	E	
<b>Total Car Parking</b>	<b>180</b>	<b>229</b>		<b>27</b>

	<b>Latest Approved Budget 2013/14 £'000</b>	<b>Original Budget 2014/15 £'000</b>		<b>Budget to Budget % Increase (Decrease)</b>
	<b>A</b>	<b>B</b>		<b>B/A</b>
<b><u>Stores</u></b>				
Breakdown Maintenance	6	6	E	
<b>Total Stores</b>	<b>6</b>	<b>6</b>		<b>0</b>
<b><u>Trade Centre</u></b>				
Breakdown Maintenance	80	49	E	
<b>Total Trade Centre</b>	<b>80</b>	<b>49</b>		<b>(39)</b>
<b><u>Other Non-Housing</u></b>				
Breakdown Maintenance	2	2	E	
<b>Total Other Non-Housing</b>	<b>2</b>	<b>2</b>		<b>0</b>
<b>TOTAL</b>	<b>573</b>	<b>601</b>		<b>5</b>

E = ESSENTIAL  
A = ADVISABLE  
D = DESIRABLE



# Agenda Item 8

<b>Committee(s):</b>	<b>Date(s):</b>	<b>Item no.</b>
Residents' Consultation	25 November 2013	
Barbican Residential	9 December 2013	
<b>Subject:</b> Service Charge Expenditure and Income Account - Latest Approved Budget 2013/14 and Original Budget 2014/15		<b>Public</b>
<b>Report of:</b> The Chamberlain Director of Community & Children's Services		<b>For Decision</b>

### Summary

This report sets out the latest approved budget for 2013/14 and original 2014/15 for revenue expenditure proposed to be included within the service charge in respect to dwellings. This does not include any expenditure or income pertaining to car parking or stores. The amount charged to individual lessees will depend on the percentages set out in their lease.

There are no proposed capital works for these periods.

Summary Of Table 1	Latest Approved Budget 2013/14 £'000	Original Budget 2014/15 £'000	Movement  £'000
Expenditure	8,079	8,504	425
Service Charge Income	(7,925)	(8,350)	(425)
Other Income	(154)	(154)	0
Total Net Expenditure	0	0	0

The original budget for 2014/15 total expenditure is £8,504,000 compared to the 2013/14 latest approved budget of £8,079,000. This increase of £425,000 is mainly due to an increase in repairs and maintenance of £296,000 and energy cost increases of £50,000.

This is only the budget for the years in question and the actual amount charged to lessees will depend on the actual spent and the percentage set out in the individual leases.

### **Recommendations**

The Committee is requested to:

- review the provisional 2014/15 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee;
- authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews, corporate projects, changes to the Additional Works Programme

## **Main Report**

### **Introduction**

1. This report sets out the proposed revenue budget for 2014/15. The revenue budget management arrangements are to:
  - Provide a clear distinction between local risk, central risk and recharge budgets
  - Place responsibility for budgetary control on departmental Chief Officers
  - Apply a cash limit policy to Chief Officers' budgets
2. The budget has been analysed by service expenditure and compared with the latest approved budget for the current year.
3. The report also compares the current year's budget with the forecast outturn.

### **Proposed Revenue Budget for 2014/15**

4. The proposed Revenue Budget for 2014/15 is shown in table 1 overleaf analysed between:
  - Local Risk Budgets – these are budgets deemed to be largely within the Chief Officer's control.
  - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the

eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).

- **Support Services** – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.

Analysis of Service Expenditure	Local, Central Risk or Recharges	Actual 2012-13 £'000	Latest Approved Budget 2013-14 £'000	Original Budget 2014-15 £'000	Movement 2013-14 to 2014-15 £'000	Paragraph Reference
<b>EXPENDITURE</b>						
Employees	L	2,124	2,147	2,190	43	7
Premises Related Expenses						
Repairs and Maintenance	L	1,609	2,233	2,529	296	5
Energy Costs	L	2,162	2,231	2,281	50	6
Residential Cost of Engineers	L	122	122	124	2	
Window cleaning and Cleaning Supplies	L	233	223	233	10	
Grounds Maintenance	L	104	120	120	0	
Supplies and Services						
Equipment, Furniture and Materials	L	41	44	53	9	
Uniforms	L	10	12	12	0	
Printing, Stationery and Office Exp.	L	4	7	7	0	
Communication and Computing	L	22	10	10	0	
Support Services						
Premises Insurance	R	25	26	25	(1)	
Supervision and Management	R	479	513	510	(3)	
Property Services	R	380	391	410	19	
<b>Total Expenditure</b>		<b>7,315</b>	<b>8,079</b>	<b>8,504</b>	<b>425</b>	
<b>INCOME</b>						
Fees and charges	L	(11)	(16)	(16)	0	
Cleaning of non- dwelling service chargeable areas of the estate	R	(87)	(109)	(109)	0	
Lighting of non- dwelling service chargeable areas of the estate	R	(24)	(29)	(29)	0	
Service Charge Income	L/C	(7,154)	(7,885)	(8,311)	(426)	
Service Charge in respect to voids	R	(39)	(40)	(39)	1	
<b>Total Income</b>		<b>(7,315)</b>	<b>(8,079)</b>	<b>(8,504)</b>	<b>(425)</b>	
<b>Balance</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

5. The original budget for 2014/15 total expenditure is £8,504,000 compared to the 2013/14 latest budget of £8,079,000. This increase of £425,000 is mainly due to an increase in repairs and maintenance of £296,000, the main factors making up this increase are:

- external and internal redecorations (£260,000)
- Asbestos Encapsulation (£200,000)
- Fan Duct Work Cleaning (£70,000)
- partly offset by a decrease in the concrete repairs contingency (£240,000).

Appendix 1 includes a full analysis of repairs, maintenance and minor improvements.

6. Energy costs have also increased by £50,000 due to expected higher tariffs.

7. Analysis of the movement in manpower and related staff costs are shown in Table 2 below

Table 2 - Manpower statement	Latest Approved Budget 2013/14		Original Budget 2014/15	
	Manpower Full-time equivalent	Estimated cost £000	Manpower Full-time equivalent	Estimated cost £000
Garchey Operatives	3	108	3	112
Cleaners	32	893	32	912
Estate Concierge (1/3)	10	435	10	445
Lobby Porters	12	568	12	576
House Officers	3	136	3	138
Relocation Expenses		3		3
Training Expenses		4		4
<b>TOTAL Employee expenses</b>	<b>60</b>	<b>2,147</b>	<b>60</b>	<b>2,190</b>

8. Appendix 2 includes a more detailed breakdown of the other elements charged in the service charge account listed in Table 1.

Contact: Mark Jarvis (1221) or Alison Elam (1081)  
*Chamberlain's Department*

## Appendix 1

### Analysis of Repairs, Maintenance and Minor Improvements

Costs to be charged to Long Lessees and Landlord. (The latter responsible for short term tenancies and voids)	Latest Budget 2013/14 £000	Original Budget 2014/15 £000
Responsive and Contract Servicing including Building, Electrical and Heating and Ventilating	923	923
Responsive and Contract Servicing - Lifts	323	323
Garchey Responsive Works	98	98
<b>Sub Total Reponsive and Contract Servicing</b>	<b>1,344</b>	<b>1,344</b>
External and Internal Redecorations	248	508
Upgrade Safety/Security Installations	40	40
Water Supply Works	81	100
Concrete Repairs Contingency	340	100
Consultants Fees	28	28
Electrical Testing	10	10
Asbestos Encapsulation	50	250
Emergency Lighting to Stairs, Corridors and Plant Rooms	42	35
Heating Condition Survey	9	9
Asset Management	15	15
Fan Duct Work Cleaning	20	90
Residual Current Device Socket Outlet	6	-
<b>TOTAL</b>	<b>2,233</b>	<b>2,529</b>

The actual 2012/13 expenditure was £1,609,000 compared to the Latest Approved Budget of £2,233,000, an increase of £624,000. This increase is due to:-

	£000
Concrete Repairs Contingency	273
Reponsive and Contract Servicing	128
External and Internal Redecorations	71
Water Supply Works	50
Other Minor Variations	102
	<u>624</u>



<b>Appendix 2 - Detailed breakdown of the other elements charged in the service charges set out in Table 2</b>	<b>Latest Approved Budget 2013/14 £000</b>	<b>Original Budget 2014/15 £000</b>
<b>Energy Costs</b>		
Electricity for common parts and lifts	429	429
Electricity and gas for heating	1,802	1,852
	2,231	2,281
<b>Residential Cost of Engineers</b>		
Rent	106	108
Council Tax	13	13
Water Rates	3	3
	122	124
<b>Window Cleaning and Cleaning Supplies</b>		
This is for the non public areas of the estate		
Window Cleaning	182	192
Cleaning Material	29	29
Pest Control	12	12
	223	233
<b>Grounds Maintenance</b>		
This is for work to the non public areas of the estate. This is mainly a charge from the City Open Spaces Department		
	120	120
<b>Equipment, Furniture and materials</b>		
This could includes items such as - carpets, cleaning and electrical equipment.		
	44	53
<b>Uniforms</b>		
This is in respect to service charge employees		
	12	12
<b>Printing , Stationery and Office Expenses</b>		
This includes items such as - Barbican news and other general printing and stationery.		
	7	7
<b>Communications and Computing</b>		
Telephones	9	9
Computing	1	1
	10	10
<b>Premises Insurance</b>		
Engineering Insurance - lifts	23	23
Premises Insurance	3	2
	26	25

Appendix 2 - Continued	Latest Approved Budget 2013/14 £000	Original Budget 2014/15 £000
<p><b>Supervision and Management</b></p> <p>This is a recharge is based on an estimate of time which is spent on Barbican service charge. The actual charge will be based on actual time spent.</p> <p>Barbican Management Team</p> <p>Chamberlains</p> <p>Comptroller and City Solicitor</p> <p>Information Technology</p>	<p>359</p> <p>46</p> <p>42</p> <p>66</p> <p>513</p>	<p>356</p> <p>45</p> <p>42</p> <p>67</p> <p>510</p>
<p><b>Property Services</b></p> <p>This is a recharge from technical service team based on an estimate of time which is spent on Barbican service charge works. The actual charge will be based on actual time spent.</p>	<p>391</p>	<p>410</p>
<p><b>Fees and charges</b></p>		
<p>Income from sales enquires</p>	<p>(16)</p>	<p>(16)</p>
<p><b>Recharge to other areas of the Barbican</b> account for cleaning</p>	<p>(109)</p>	<p>(109)</p>
<p><b>Recharge to other areas of the Barbican</b> account for lighting</p>	<p>(29)</p>	<p>(29)</p>
<p><b>Service Charge Income</b></p> <p>This is the proposed net expenditure which will be recovered by way of service charge from Lessees, part of tenants rents deemed to be service charge and landlord contribution to cover void properties</p>	<p>(7,925)</p>	<p>(8,350)</p>

<b>Committee:</b>	<b>Date:</b>
Residents' Consultation Committee	25 November 2013
Barbican Residential Committee	09 December 2013
<b>Subject:</b>	<b>Public</b>
Car Parking Charging	
<b>Report of:</b>	<b>For Decision</b>
Director of Community and Children's Services	

### Summary

1. This report, which is for decision seeks to extend the current charging policy for car parking on the Estate for another year.
2. Fees for car parking have been reviewed between 2009 and 2013 in relation to the Retail Price Index (RPI) published by the Office of National statistics in September.
3. It is proposed to extend this charging policy for a further year and to review the policy again in 2014 with the reintroduction of the 3 year charging policy, in line with the Baggage Store charging policy.
4. This report also includes an analysis of local demand, utilisation, comparisons and income generation.

### **Recommendation**

5. That all car parking licence fees are to be subject to review from 25 March 2014 for the following year. The increase to be calculated by reference to the RPI published by the Office for National Statistics in September of the preceding year to allow appropriate notice to be given to Barbican residents. The RPI published in September 2013 was 3.2%.
6. To have the increase brought forward to March 2014, bringing the new charges in line with the financial year and ready to merge with the Baggage Store charging report for a joint 3 year policy in 2015. March 2014 will only be 9 months from the last increase, therefore  $\frac{3}{4}$  of the RPI will be used which is 2.4%.

7. The effect of this 2.4% increase from 25 March 2014 will be that the annual licence fees for
- annual residential car parking licences will increase from £1,155 to £1,183;
  - daily car parking charges will increase from £9.44 to £9.67;
  - annual commercial car parking licences will increase from £4,228 to £4,329 (excluding VAT);
  - annual residential motorcycle licences will increase from £216 to £221;
  - administration fees for new car bay licences will increase from £57 to £58;
  - annual fees for electrical mobility scooters will increase from £385 to £394;
  - annual fees for bicycle stores will increase from £81 to £83;
  - purchase price for a car bay on the estate will increase from £8,208 to £8,405;
8. These measures would increase Car Parking revenue for 2014/15 by an estimated £23,600 at current levels of occupancy.

## **Main Report**

### **Background**

9. The Barbican Residential Committee at its meeting on 26 January 2009 resolved that the fees for car parking would be subject to an increase over the next three years with the increase to be calculated by reference to the RPI published in September each year.
10. The Barbican Residential Committee at its meeting on 12 December 2011 resolved that the fees for car parking would be subject to an RPI increase over the following year only and that the next annual review should include a detailed report and analysis of research into local demand, utilisation, comparisons and income generation.
11. Barbican Estate Officers attended a working party, set up by the Director of the Built Environment, to review all of the City of London's public car parks with regard to their financial position and to ensure that they are achieving best use of assets. A committee report was presented to the Environmental Department Chief Officer Group (EDCOG) in September 2013, listed in this report as a background paper.

12. The method of utilising the RPI as a basis for reviewing the car parking charging policy has been accepted by residents and it proposed to extend this method of calculation for a further year and that next year the 3 year Car Parking Charging Policy be reintroduced for 2015/16 in line with the 3 year Baggage Store Charging Policy. The RPI published in September 2013 was 3.2% and as it has been only 9 months since the last increase; only  $\frac{3}{4}$  of the RPI will be used which is 2.4%. This method of calculation resulted in the following increases:

June 2010	June 2011	June 2012	June 2013	March 2014
4.9%	nil	5.2 %	2.6%	2.4%

### **Car Park Charges**

13. There are currently 1508 car bays within the Barbican Estate's car parks. The below table details the current car bay letting figures and by applying the 2.4% increase,  $\frac{3}{4}$  of the published September 2013 RPI (3.2%), the following car parking charges will apply.

Licence Type	Number of Users	Current Rate	New Rate
Residential Car Bay	718	£1,155	£1,183
Daily Car Parking	7,800	£9.44	£9.67
Commercial Car Bay (excludes other contracts, net of VAT)	16	£4,228	£4,329
Residential Motorcycle Bay	26	£216	£221
Electrical Mobility Scooters	0	£385	£394
Bicycle Lockers	100	£81	£83
Purchased Car Bay	297	£8,208	£8,405

14. The Chamberlains Internal Audit Section recommended that all car park users display a valid permit in their vehicle to demonstrate an entitlement to park and to assist with car park management and security. Therefore a 'Tax Disc' system will be introduced from January 2014, where car park users on long term licences are issued with a car window decal each calendar year.

## **Car Park Occupancy**

15. The current car park occupancy is included in Appendix 1, with the overall occupancy at 71%. This has increased due to the Heron Tower development purchasing 184 car bays. However, although we have retained 38 commercial bays with Deutsche Bank, they have surrendered 20 bays and we have also lost a further 19 bays from the City of London Police temporary contract.
16. The comparative car parking charges for car parks in or adjacent to the City and history of the charges from 2004 are included in Appendix 3.
17. The History and Forecast of the Barbican Estate Car Parking Bay usage is shown in Appendix 2.

## **Car Park Account Financial Forecasts**

18. The City of London Corporation's policy for the car parks is to balance the objectives of providing well managed and secure parking facilities on the one hand whilst seeking to fulfil its continuing obligation to obtain value for money in the use of City Fund resources. These increases have been included in preparing the Car Parking budgets set out in the Revenue and Capital Budgets report included elsewhere within this agenda.

## **Income generation**

19. An improvement in the financial position for 2014/15 reflects increased revenue from, for example, Heron paying service charges for residential car bays and from continued commercial car parking. However, although we have retained 38 commercial bays with Deutsche Bank, they have surrendered 20 bays and we have also lost a further 19 bays from the City of London Police.
20. However, given the current economic climate, Officers will continue to explore and develop commercial opportunities for unused car park areas. Following the new infill Baggage Stores within Speed House all car park areas will be assessed further against the demand for the possible installation of Transportable Baggage Stores. Any proposals will be subject to consultation and be presented to future Residents' Consultation Committee and Barbican Residential Committee meetings.

### **Car Parking Charges Comparisons**

21. Charges for other car parks both public and private in the City of London are included in Appendix 3, together with the level of service provided. In this context it should be noted that although the Barbican Estate's current charges for residential parking of £1,155 p.a. are higher than those of the other City of London Corporation car parks listed (£740-£994 p.a.) in terms of the service offered some are unmanned or only manned at specific times. Charges for car parks which offer similar services to the Barbican Estate are considerably higher (£1,524 -£6,730 p.a.) than those on the Barbican Estate.

### **Financial Implications**

22. An increase of 2.4% in car bay licence fees from 25 March 2014 would result in an increase of income for 2014/15 by an estimated £23,600 at current levels of occupancy. This increase is to be brought in line with the City of London's full April to March Financial Year. It is anticipated that next year the 3 year Car Parking Charging Policy be re-introduced for 2015/16 in line with the 3 year Baggage Store Charging Policy.

### **Consultees**

23. The Chamberlain, Comptroller & City Solicitor and City Surveyor have been consulted in the preparation of this report.

### **Conclusion**

24. The City has a duty to achieve a reasonable return from its assets having regard to market levels and any net surplus generated benefits the City Fund. I feel that the continuation of the current charging policy is a sensible way to proceed and to review it again in 2014.

### **Background Papers:**

Car Park Strategy Stage One report 2009

Barbican Estate Car Park Efficiency Strategy Working Party report 2011

Car Park Charging Policy report 2011

EDCOG Off-Street Car Parking Review and Long-term Strategy report September 2013

Revenue and Capital Budgets – Latest Approved Budget 2013/14 and Original Budget 2014/15.

**Ade Adetosoye**

**Director of Community & Children's Services**

### **Contact:**

Barry Ashton – Car Park and Security Manager

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# Appendix 1

## CAR PARK OCCUPANCY

AS AT NOVEMBER 2013

CAR PARK	ANDREWES	BRETON	BUNYAN	CROMWELL	DEFOE	SPEED	LAUDERDALE	THOMAS MORE	01 WILLOUGHBY	03 WILLOUGHBY	TOTALS	PREVIOUS TOTALS (Aug 2013)
SOLD	16	3	1	10	35	114	21	12	6	79	297	247
RESIDENTIAL	92	75	73	56	117	39	76	100	85	5	718	724
COMMERCIAL	2	39	5	0	0	0	0	0	7	1	54	53
VACANT	25	122	130	26	8	2	8	38	56	24	439	484
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

**164 Former Bays removed from the system in 2008**

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

July/August 2013 - 184 sold bays Heron - 03 Willoughby (76 bays, 40 of which were already taken) and Speed (108 bays) car parks

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

## Appendix 2

### HISTORY AND FORECAST OF BARBICAN ESTATE CAR PARKING BAY USAGE NOVEMBER 2013

Page 80

Date	Let Bays (Residential)	Let Bays (Commercial)	Sold Bays	Total Usage	Total	Occupancy %	Comments	
Mar-04	843	19	123	<b>985</b>	1,769	55.7		
Apr-05	869	11	125	<b>1,005</b>	1,769	56.8		
Jun-06	863	20	134	<b>1,017</b>	1,702	59.8	67 Car Parking Bays reduced due to Milton Court	
Dec-07	848	35	117	<b>1,000</b>	1,702	58.8		
Oct-08	820	46	169	<b>1,035</b>	1,538	67.3	Deutsche Bank started taking commercial bays. 164 Former Bays removed from system.	
Oct-09	777	65	121	<b>963</b>	1,497	64.3		
Oct-10	752	77	118	<b>947</b>	1,497	63.3	20 Additional Residential for Frobisher Crescent	
Oct-11	744	69	155	<b>968</b>	1,497	64.7		
Oct-12	737	89	153	<b>979</b>	1,508	64.9		
Nov-13	718	54	297	<b>1,069</b>	1,508	70.8	December 2012 - 38 Deutsche Bank commercial bays transferred from Speed - Breton car park (20 Surrendered) December 2012 - 19 City of London Police bays surrendered - Breton car park July/August 2013 - 184 sold bays Heron - 03 Willoughby (78 bays) and Speed (106 bays) car parks	
Forecast	Nov-14	711	54	357	1,122	1,508	74.4	November 2014 - 60 Sold bays to RedRow for 2 Fann Street (old YMCA Tower)
Forecast	Nov-15	704	54	357	1,115	1,508	73.9	
Forecast	Nov-16	697	54	357	1,108	1,508	73.4	

## Appendix 3

### CAR PARKING CHARGES COMPARISONS NOVEMBER 2013

City of London, Corporation Car Parks	Annual Charges	Spaces	Manned	CCTV	Comments
Golden Lane Estate	£787.80	24	x	✓	Patrols not dedicated staff
Middlesex Street	£994.76	122	x	✓	Patrols not dedicated staff
City of London's London Wall Car Park	£740.00	179	✓	✓	Manned 24/7, bays allocated on a first come first served basis
Barbican Estate	£1,155.00	1508	✓	✓	Manned 24/7

Car Parks in or adjacent to the city	Annual Charges	Spaces	Manned	CCTV	Comments
Charterhouse Square, EC1M	£2,808.00	-	x	✓	£234 a month. Beneath block of Luxury Apartments. Gated Car Park with CCTV
Christina Street, EC2A	£1,524.00	-	x	✓	£127 a month. Private block of Exclusive Flats. Gated Car Park with CCTV
Lever Street, EC1V	£2,544.00	-	x	✓	£212 a month. Private block of Exclusive Flats. Gated Car Park with CCTV
NCP, Aldersgate Street	£4,546.00	643	✓	✓	
NCP, Beech Street & Silk Street	£2,040.00	400	✓	✓	
NCP, Saffron Hill, EC1N 8XA	£5,158.00	353	✓	✓	
NCP, Finsbury Square, EC2A 1AD	£6,730.00	258	✓	✓	
NCP, Thames Exchange, EC4R 3TB	£5,392.00	466	✓	✓	

Temporary Car Parking	5 Hours	24 Hours	Comments
Street Parking	-	-	£4 an hour (Maximum stay 4hours)
NCP, Aldersgate Street	£22.10	£33.10	
NCP, Beech Street & Silk Street	£15	£32	
NCP, Saffron Hill, EC1N 8XA	£21.60	£22.50	
NCP, Finsbury Square, EC2A 1AD	£37.20	£43.20	
NCP, Thames Exchange, EC4R 3TB	£37.00	£33.00	
Barbican Estate	Free	£9.44	£9.44 After 5 hrs then covers for 24 hrs

History of Barbican Estate charges from 2004 to Date	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Residential Car Parking Per Annum	£990.00	£990.00	£990.00	£990.00	£990.00	£1,038.00	£1,038.00	£1,070.00	£1,126.00	£1,155.00
Commercial Car Parking Per Annum including VAT	£4,250.00	£4,250.00	£4,250.00	£4,250.00	£4,250.00	£4,460.00	£4,460.00	£4,700.00	£4,945.00	£5,073.00
Temporary Car Parking - (Over 5 hours in any 24 hour period)	£8.00	£8.00	£8.00	£8.00	£8.00	£8.50	£8.50	£8.75	£9.20	£9.44

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<b>Committee:</b>	<b>Date(s):</b>
Residents' Consultation Committee	25 November 2013
Barbican Residential Committee	09 December 2013
<b>Subject:</b> Update Report	
<b>Report of:</b> Director of Community and Children's Services	<b>Public</b>
<p><b><u>Executive Summary</u></b></p> <p><b>Barbican Estate Office</b></p> <ol style="list-style-type: none"> <li>1. "You Said We" Did Action List – <b>see appendix 1</b></li> <li>2. Key Performance Indicators, Statistics - <b>see appendix 2</b></li> <li>3. Open Spaces</li> </ol> <p><b>Property Services – see appendix 3</b></p> <ol style="list-style-type: none"> <li>4. Redecorations</li> <li>5. Roof apportionments</li> <li>6. Beech Gardens Podium Works</li> <li>7. Asset Maintenance Plan</li> <li>8. Public lift availability</li> <li>9. Upgrade of the Barbican Television Network</li> <li>10. Background Underfloor Heating</li> <li>11. Concrete Works</li> </ol> <p><b>City Surveyors Department – see appendix 4</b></p> <p>Recommendations 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 September 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 September 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 Open Spaces team are now carrying their usual winter works. This includes the staining of benches within the private gardens. After the recent stormy weather our gardeners had to contend with damaged trees across the Estate. These were all dealt with promptly and efficiently.

The Barbican Estate Office has recently reviewed its budgets and is pleased to report that orders have been raised for replacement concrete planters in various locations across the estate. We hope these will be with us early in the New Year.

#### **Background Papers:**

Minutes of the Barbican Residential Committee 02 September 2013.

Minutes of Residents' Consultation Committee 16 September 2013.

**Contact Name** Michael Bennett, Barbican Estate Manager  
**Tel:** 020 7029 3923  
**E:mail:** [barbican.estate@cityoflondon.gov.uk](mailto:barbican.estate@cityoflondon.gov.uk)

## Appendix 1

### “You Said We Did” - Action List – November 2013

Issue	Officer	Action Date
<b>Customer Care</b>		
<b>Communications</b>		
<ul style="list-style-type: none"> <li>Minutes of Working Parties &amp; Barbican Occupiers User Group to be available on website – Working Party page set up - minutes to be loaded November</li> <li>Publicise election of new Chairmen – next December Barbicanews</li> <li>Formal Q&amp;A Annual Residents meeting – BEO reviewing for Winter 2013/14</li> <li>Inductions for new RCC members – RCC Chair setting up an Information Pack with BEO</li> </ul>	<p>Helen Davinson</p> <p>Michael Bennett</p>	<p>On-going</p> <p>December</p> <p>November</p>
<b>Revenue Outturn Report</b>		
<ul style="list-style-type: none"> <li>What is criteria for carry forwards from previous underspends &amp; explanation of carry forwards, capital charges &amp; separation of service charge budgets – Members presentations November</li> </ul>	Mark Jarvis	November
<b>Service Charge Schedules</b>		
<ul style="list-style-type: none"> <li>Query re IRS system total</li> </ul>	Anne Mason	
<b>Residents Survey</b>		
<ul style="list-style-type: none"> <li>BEO to consider annual survey due to success of online survey &amp; show comparative data in next survey</li> <li>Advertise out of hours service - next December Barbicanews</li> </ul>	Helen Davinson	<p>May 2014</p> <p>December</p>
<b>Estate Services</b>		
<b>Services</b>		
<ul style="list-style-type: none"> <li>Litter outside Gilbert House particularly at weekends – Cleaning Manager monitoring standards of cleaning at weekends on the podium &amp; to review in December</li> <li>Willoughby/Speed Car parks – clarification of areas relating to Heron &amp; blocking Bin Store areas – on-going discussions</li> </ul>	<p>Michael Bennett</p> <p>Helen Davinson</p>	<p>December</p> <p>On-going</p>
<b>Property Maintenance</b>		
<b>Background Underfloor Heating System</b>		
<b>Working Party</b>		
<ul style="list-style-type: none"> <li>Email broadcast to residents inviting volunteers to join working party – Working Party set up - first meetings 8/29 October – next scheduled 21 November – minutes to RCC/BRC &amp; interim email broadcast</li> </ul>	Michael Bennett	Completed
<b>St Giles Terrace Drains</b>		
<ul style="list-style-type: none"> <li>Review blocked drains - October</li> </ul>	Helen Davinson	Completed
<b>SLA Review</b>		
<ul style="list-style-type: none"> <li>Wooden planters at Cromwell &amp; Lauderdale Place in disrepair to be replaced with concrete – orders raised mid October – delivery of project in New Year</li> <li>Irrigation at Ben Jonson Place to be reinstated or hand- watering of plants to be recharged to Barbican Arts Centre.</li> </ul>	<p>Helen Davinson</p> <p>City Surveyors</p>	January

<b>Major Works</b>		
<p><b>Concrete Testing for the low rise blocks</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>Following expiry of the S20 notice period, orders have been placed for both Breton House and Mountjoy House. Following installation of abseiling anchors to both blocks during the latter half of October, the survey works started at Breton House in November. The anticipated start of survey works at Mountjoy House will be from w/c 16 December, due to restricted access above the school playground.</li> </ul> <p><b>Completion of concrete repairs to the tower blocks</b></p> <ul style="list-style-type: none"> <li>Lauderdale and Shakespeare Towers have been completed and the remaining works are on programme to be completed by the end of 2013.</li> </ul>	Christopher Bate/ Karen Tarbox	On-going
<p><b>Beech Gardens</b></p> <ul style="list-style-type: none"> <li>Query re H&amp; S platform on top of turrets</li> <li>The metal grilles to Stairwells E, F and G were installed during the recent reglazing works for health and safety in order to (1) prevent unauthorised persons who might decide to climb onto the stairwell roof from falling approximately 14m down the drum, which terminates at car park level, and (2) provide a potential access platform for future maintenance of the turret glazing. Following a site discussion with Planning Officers, the grilles have been finished in black paint.</li> </ul>	Christopher Bate	Completed
<b>Department of Built Environment</b>		
<p><b>Podium Tiling</b></p> <ul style="list-style-type: none"> <li>An alternative stair edging is being developed using a grooved tile, matching what appears to be the original design, that incorporates yellow finish material into the grooves. The City's Head of Access has agreed in principle that this would be acceptable, subject to review of a trial area.</li> <li>Tiling review required for ramp at Alban Gate, upper podium above Arts Centre &amp; Defoe Place - priorities are Ben Jonson Highwalk, Defoe Place - to be carried out over next few months.</li> </ul>	Karen Tarbox/Helen Davinson  Property Services and Highways	On-going  On-going
<p><b>Barbican Area Streetscene Enhancement Works – St Giles Terrace/Ben Jonson Highwalk</b></p> <ul style="list-style-type: none"> <li>A consultation framework for schemes in and around the Barbican Estate will be consulted on with the Barbican Association</li> </ul>	Michael Bennett	On-going
<b>Barbican Arts Centre</b>		
<p><b>Barbican Exhibition Hall 1 – Proposed Tenant - London Film School (LFS)</b></p> <ul style="list-style-type: none"> <li>The City has yet to reach agreement on lease terms with LFS. We expect this to be completed during November 2013.</li> <li>City has agreed funding for the enabling works required to provide the tenancy space for the LFS.</li> </ul>		

<p>This will include works to relocate the Barbican Centre Marketing Department &amp; works to re-provide engineering services to the retained spaces in ExHall1 and Exhall2</p> <ul style="list-style-type: none"> <li>• The enabling works are planned to take place during 2014, will be subject to subject to committee approvals and planning permission.</li> <li>• With the completion of the enabling works in December 2014 we now expect the LFS to take over the space &amp; commence their fit out works in early 2015.</li> <li>• We will be consulting with residents as the programme develops</li> </ul>	<p>Michael Bennett</p>	<p>On-going</p>
<p><b>City Surveyors</b></p>		
<p><b>Frobisher Crescent Update on heating system</b></p> <ul style="list-style-type: none"> <li>• Update re any outages/current health checks/future maintenance to Frobisher Crescent House Group</li> </ul>	<p>Michael Bennett</p>	<p>Completed</p>
<p><b>Contact:</b> Michael Bennett, Barbican Estate Manager – 020 7029 3923 – <a href="mailto:barbican.estate@cityoflondon.gov.uk">barbican.estate@cityoflondon.gov.uk</a></p>		

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## Appendix 2

### Summary of Key Performance Indicators July 2013 to September 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
<b>Customer Care</b>											
Answer all letters satisfactorily with a full reply within 10 working days	83%	<b>100%</b>	91%	98%		93%	92%			☹	4 out of 50 letters were responded to past the target date.
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	96%	<b>100%</b>	97%	100%		95%	100%			☺	
To resolve written complaints satisfactorily within 14 days	92%	<b>100%</b>	100%	100%		96%	97%			☹	6 out of the 211 missed the target.
<b>Repairs &amp; Maintenance</b>											
% 'Urgent' repairs (complete within 24 hours)	98%	<b>95%</b>	97%	99%		97%	96%			☺	
% 'Intermediate' repairs (complete within 3 working days)	96%	<b>95%</b>	95%	98%		96%	98%			☺	
% 'Non-urgent' repairs (complete within 5 working days)	96%	<b>95%</b>	97%	97%		96%	97%			☺	

% 'Low priority' repairs (complete within 20 working days)	95%	<b>95%</b>	95%	98%		98%	97%			😊	
Availability % of Barbican lifts	<b>N/A</b>	<b>New Target</b>				Tower lifts 99.78%	Tower lifts 98.47%			😊	New KPI
						Terrace lifts 99.52%	Terrace lifts 99.27%				
Percentage of communal light bulbs - percentage meeting 5 working days target	<b>85%</b>	<b>90%</b>	87%	85%		83%	98%			😊	
Background heating - percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	<b>Total 74%</b> <b>Partial 92%</b>	<b>Total 90%</b> <b>Partial 90%</b>	Total 62% Partial 95%	Total 86% Partial 89%		n/a	n/a			😊	UFH switched off during Qtr 2
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	<b>Will 0%</b> <b>Ben J 0%</b> <b>Sed 0%</b>	<b>0%</b>	0%	0%		0%	0%			😊	
Replacement of lift car light bulbs - percentage meeting 5 working days target	<b>90%</b>	<b>90%</b>	94%	87%		85%	95%			😊	
<b>Estate Management</b>											
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	<b>94%</b>	<b>90%</b>	100%	82%		92%	87%			😞	5 inspections were Satisfactory. Action plans in place for affected blocks.

House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	<b>91%</b>	<b>80%</b>	95%	97%		80%	94%			☺	
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	<b>94%</b>	<b>80%</b>	97%	95%		92%	87%			☺	
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	<b>94%</b>	<b>80%</b>	100%	90%		97%	94%			☺	
<b>Open Spaces</b>											
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	<b>94%</b>	<b>80%</b>	100%	100%		100%	100%			☺	
<b>Major Works</b>											
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	<b>96%</b>	<b>90%</b>	n/a	n/a		n/a	n/a			☺	Major Works not completed yet.

**Baggage Stores** at November 2013. Figures in brackets reflect the information presented to your last meeting

Let	Sold	Allocated (In process)	Unlettable	Allocated to BEO	In Query	Vacant	<b>Total</b>	Average Void time in days
1172 (1172)	66 (66)	6 (2)	16 (16)	2 (2)	2 (6)	2 (2)	1266 (1266)	19 (32)

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
57 (70)	50 (48)	53 (51)	1 (1)	161 (170)

42 new stores in Speed House are due for completion in the New Year.

# BARBICAN ESTATE - CAR PARKING BAYS

AS AT NOVEMBER 2013

CAR PARK	ANDREWES	BRETON	BUNYAN	CROMWELL	DEFOE	SPEED	LAUDERDALE	THOMAS MORE	01 WILLOUGHBY	03 WILLOUGHBY	TOTALS	PREVIOUS TOTALS (Aug 2013)
SOLD	16	3	1	10	35	114	21	12	6	79	297	247
RESIDENTIAL	92	75	73	56	117	39	76	100	85	5	718	724
COMMERCIAL	2	39	5	0	0	0	0	0	7	1	54	53
VACANT	25	122	130	26	8	2	8	38	56	24	439	484
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

**164 Former Bays removed from the system in 2008**

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

July/August 2013 - 184 sold bays Heron - 03 Willoughby (76 bays, 40 of which were already taken) and Speed (108 bays) car parks

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



**Residents' Consultation Committee & Barbican Residential  
Committee - Agenda Plan 2014**

<b>Report Title</b>	<b>Officer</b>	<b>RCC Meeting Date</b>	<b>BRC Meeting Date</b>
Update Report	Michael Bennett	3 March	17 March
Service Level Agreement Review	Michael Bennett		
Automated Payment System for Temporary Car Parking Review	Barry Ashton		
Roof Apportionments for Shakespeare Tower, Breton & Ben Jonson House	Mike Saunders		
Background Underfloor Heating	Mike Saunders		
Garchey 5 Year Review	Mike Saunders		
Sales Report	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Residential Rent Review ( <b>BRC Only</b> )	Anne Mason		
<b>RCC Annual Review</b>		TBC	
Update Report	Michael Bennett	2 June	16 June
SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Update Report	Michael Bennett	8 Sept	22 Sept
SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Annual Review of RTAs	Town Clerks		
Relationship of BRC Outturn Report to Service Charge Schedules – <b>RCC Only</b>	Anne Mason		
Revenue Outturn	Anne Mason		

Update Report	Michael Bennett	24 Nov	8 Dec
SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report <b>(BRC Only)</b>	Anne Mason		
Service Charge Expenditure & Income Account - Latest Approved Budget 2014/15 & Original Budget 2015/16	Chamberlains		
Revenue & Capital Budgets - Latest Approved Budget 2014/15 and Original 2015/16 - Excluding dwellings service charge income & expenditure	Chamberlains		
Car Park & Baggage Stores Charging Policy	Barry Ashton		

**4. Redecorations**

**2013/14 Programme**

The 2013/14 redecoration programme to Bryer Court, Bunyan Court and John Trundle Court is now complete and satisfaction surveys are currently being carried out.

**2014/15 Programme**

The 2014/15 programme includes the following blocks:

- Cromwell Tower (External)
- Ben Jonson House (External)
- Breton House (Internal & External)
- Bunyan Court (Internal)
- Frobisher Crescent (Internal & External)

Condition surveys are being carried out in to the above blocks. The results and recommendations will be sent to the relevant Housegroup.

**5. Roof Apportionments.**

<b>BLOCK</b>	<b>CURRENT STATUS</b>	Estimated Final Account Verification	Estimated Final Apportionments
Breton House	Draft final apportionment being completed before passing to Working Party	N/A	March 2014
Ben Jonson House	Draft final apportionment being completed before passing to Working Party	N/A	March 2014
Shakespeare Tower	Final Apportionment to be carried out. Passed to Working Party Dec 2009	N/A	March 2014

## **6. Beech Gardens Podium Works (As at 30<sup>th</sup> August 2013)**

### **Procurement**

A main contractor has now been appointed, VolkerLaser Ltd, and initial works are due to commence in November 2013, with the intention of starting the main project in January 2014. The contractor anticipates completing the works by the end of 2014. Following the response from residents to the consultation exercises regarding the sample area of new paving tiles, a new sample area has been laid with slightly modified mix of tiles and this has received verbal approval by City planning officers. A planning application has been submitted for approval of the tiling.

### **Soft Landscaping**

A meeting of the Landscaping Working Party is in the process of being convened, at which two initial sketch designs by Johanna Gibbons, Landscape Architect will be considered.

### **Work in progress**

The replacement glazing work to the fire escape roofs in Beech Gardens is complete. The next stage of works on site will be commencement of the construction trial areas by VolkerLaser Ltd.

## **7. Asset Maintenance Plan**

No further update from the previous report. Work continues on data collection for loading into the Asset Management software – Keystone and meeting with the Asset Management Working Party is to be arranged

## **8. Public Lift Availability**

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 September 2013
Turret (Thomas More)	99.9%	98.34%
Gilbert House	100%	99.99%

## **9. Upgrade of the Barbican Television Network**

The final version of the license has been agreed with the Barbican Television Working Party and has been sent to VFM for approval and signing. Upon receipt of the signed license agreement, a meeting will take place between officers and VFM to discuss items such as a project delivery plan, communications plan, detailed network design, marketing of services and general contract conditions.

## **10. Background Underfloor Heating**

A working party consisting of residents, officers and chaired by the Chairman of the Barbican Residential Committee has been set up to review the current energy supply arrangements and the future of the background underfloor heating system. The minutes of the first meeting are attached.

## **11. Concrete Works**

A report following the resolution from the Grand Court of Ward Mote (Court of Common Council 19<sup>th</sup> April 2012) is to be presented to the Barbican Residential Committee on 9<sup>th</sup> December 2013.

## Background Underfloor Heating Working Party

<b>MEETING</b>	<b>Background Underfloor Heating Working Party</b>	<b>DATE</b>	<b>Tuesday 8<sup>th</sup> October @ 6.30 pm</b>
<b>OFFICERS ATTENDING</b>	<p>Gareth Moore - CHAIR - Barbican Residential Committee Chair and Common Councilman for Cripplegate Ward  Michael Bennett - Barbican Estate Manager  Mike Saunders - Asset Manager, Barbican &amp; Housing  Mick McGee - Senior Engineer, Barbican &amp; Housing  Helen Davinson - Resident Services Manager  Lochlan McDonald - Asset Programme Manager, Barbican &amp; Housing  Paul Kennedy - CoL Corporate Energy Manager</p>		
<b>RESIDENTS ATTENDING</b>	<p>Mary Hickman - Andrewes Resident  Tim Macer - Willoughby Resident  Ted Reilly - Shakespeare Resident  Kate Wood - Brandon Resident  Sarah Bee - Shakespeare Resident  Renu Gupta - Willoughby Resident</p>		
<b>Apologies</b>	<p>Anne Mason - Revenues Manager  Craig Allen - Shakespeare Resident  Garth Leder - Defoe Resident</p>		
Item no.	SUBJECT/DISCUSSION	Action	
1.	<p>Introduction by Chair, Gareth Moore  He explained that it was a RCC WP with associated costs charged to the Service Charge Account. It is a resident led working party with the decision to be taken by the resident reps.  Whatever solution is decided upon needs to be presented by this working group to all residents along with projected costs.</p>		
2.	<p>Deputy Chair.  Gareth Moore put forward Garth Leder as Deputy Chair of the group. It was confirmed that he was happy to take on this role. <b>AGREED</b></p>		
3.	<p>Working Party &amp; Advisory Group  Suggested outline for group put forward by GM</p> <ul style="list-style-type: none"> <li>• A minimum of 5 resident members to be quorate</li> <li>• Chair or Deputy Chair has to be present</li> <li>• Deputy Chair to be included in number of resident members present</li> <li>• Officers - as and when needed</li> </ul> <p><b>AGREED</b>  TM explained the purpose of the Advisory Group</p> <ul style="list-style-type: none"> <li>• Formed of residents who also put themselves forward following the open invite</li> <li>• A great deal of technical skill and expertise in the AG</li> <li>• Resource of the Working Party</li> <li>• All papers and minutes will be shared with them via TM</li> <li>• There will be a closed online forum open to all WP and AG members</li> </ul>		

4.	<p>Communications</p> <ul style="list-style-type: none"> <li>• Online forum for WP and AG</li> <li>• MB will circulate at next meeting all the various methods the BEO uses to communicate with residents as basis for discussion on best methods to communicate the work of the WP</li> <li>• Minutes of WP will be circulated to RCC and BEO</li> <li>• A link to these reports and minutes is then circulated on the BEO email broadcast service (approx. 1100 addresses)</li> <li>• Minutes will also be available on BEO website  <a href="http://www.cityoflondon.gov.uk/services/housing-and-council-tax/barbican-estate">www.cityoflondon.gov.uk/services/housing-and-council-tax/barbican-estate</a></li> </ul> <p>GM will help to ensure all information required by the WP from the city will be produced in a timely fashion</p>	<b>MB</b>
5.	<p>Terms of Reference</p> <p>Working Party will produce their own terms of reference and circulate within the Group. To complete prior to next meeting</p>	<b>WP</b>
6.	<p>EDF Update (brief summary) from Paul Kennedy</p> <p>Paul Kennedy's primary role is a focus on the energy supply contracts rather than the direct operational issues surrounding the Barbican.</p> <p>UKPN responsible for Cyclo Control System. They gave notice they won't support beyond Jan 14. EDF not prepared to pay for it. EDF then took this opportunity to withdraw from the contract.</p> <p>Tariff. 13 hour off peak tariff. Agreement dating back to 1982. This has been reviewed by CoL legal in terms of EDF withdrawing.</p> <p>Working with EDF to support until the end of heating season (Spring 2014). Agreement in principle but not yet in writing. There is an issue with their billing system (need to move from residential to commercial) CoL does need an assurance from EDF.</p> <p>There are others that are affected by the withdrawal of this tariff</p>	

	<p>but not on scale of Barbican.</p> <p>We are looking for a new supply contract with hopefully, a new control system. Cylco Control could continue but this is not ideal. It controls block by block and not individually. In the short term we don't need to worry about the maintenance.</p> <ul style="list-style-type: none"> <li>• To provide a technical statement of cyclo control system (for next mtg)</li> <li>• To provide a system diagram, who owns what and who is responsible for it (for next mtg)</li> </ul> <p>EDF looking to install half-hourly type metering for this winter on 2 blocks for monitoring purposes.</p>	<p>MM</p> <p>MM</p>
7.	<p>Item and Condition Survey</p> <p>Property Services (PS) carrying this out. Will form part of the Asset Register and can be used by any consultants that may be appointed in the future. The aim is for completion by the end of October</p>	MM/PS
8.	<p>Consultant</p> <p>To defer discussion to next meeting</p>	
9.	<p>Dates of next meetings</p> <p>Tuesday 29<sup>th</sup> October at 6.30</p> <p>Monday 18<sup>th</sup> November at 6.30</p> <p>All meetings to be held in Residents' Meeting Room, BEO</p>	
10.	<p>AOB</p> <ul style="list-style-type: none"> <li>• With regard to the EDF half hourly monitoring. Good to get some flat temperatures to correspond. Ted Reilly to put together proposal for next meeting (or prior) to install sample "thermocrons". This should be low level expenditure which monies will be made available for.</li> <li>• PK to provide information about possible tariff structures (E7 an E10 as a minimum). Does moving from residential to commercial provide us with more tariff options?</li> <li>• PK to provide infrastructure replacement possibilities</li> <li>• <b><i>Communications and queries from the WP to CoL officers. So that officers aren't overwhelmed and there is one point of reference for collation purposes, all queries to MB and HD who will forward on accordingly please.</i></b></li> </ul>	<p>TR</p> <p>PK</p> <p>PK all</p>

## City Surveyors Update

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

### 11. St Alphage House

Brookfield Multiplex are in the process of concluding demolition enabling works which include the erection of hoardings, a crane and scaffolding around the Tower. The actual hard demolition is due to start in November. More information will be provided by Brookfield Multiplex in the news letter sent to Barbican residents. Meanwhile Brookfield and Oxford Properties have announced they are in exclusive negotiations with Schroders to take the whole of the eastern building as a new HQ and have an option on part of the western building. This would ensure both buildings are developed at an early stage.

### 12. Six Public Lifts serving the Barbican Estate

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

Location And Age	Status	% of time in service between 13/08/2013 and 05/11/2013	Period of time Not in Use Between 13/08/2013 to 05/11/2013	Comments Where the service is 95% or less or by exception
<b>Little Britain</b> Modernised 2007	IN SERVICE	100%	0 Hours	
<b>London Wall (No.1) Lift Eastern Pavilion</b> 2003	IN SERVICE	99.85%	3 Hours	
<b>London Wall (No.1) Lift Western Pavilion</b> 2003	IN SERVICE	98.91%	22 Hours	
<b>London Wall (No.1) Western Pavilion Escalator (DOWN)</b> 2003	IN SERVICE	97.87%	43 Hours	

<b>Location And Age</b>	<b>Status</b>	<b>% of time in service between 13/08/2013 and 05/11/2013</b>	<b>Period of time Not in Use Between 13/08/2013 to 05/11/2013</b>	<b>Comments Where the service is 95% or less or by exception</b>
<b>London Wall (No.1) Western Pavilion Escalator (UP)</b> 2003	IN SERVICE	96.0%	20 Hours	
<b>Moor House</b> 2005	IN SERVICE	97.82%	44 Hours	
<b>Moorgate Escalator (UP)</b> 1973	IN SERVICE	99.4%	3 Hours	
<b>Wood Street Public Lift (Royex House)</b> 2008	IN SERVICE	98.61%	28 Hours	
<b>Speed House</b>	IN SERVICE	99.5%	10 Hours	

### **13. Management of Public Lifts**

The details of the agreed Action Improvement Plan for Apex the lift maintenance contractor, are to be reported to Planning & Transportation Committee on 26<sup>th</sup> November. Recent progress by Apex has been positive following the required changes but close monitoring will continue. Lift cars are being cleaned weekly and the Street cleaning contractor is maintaining a more frequent monitoring in case of build-up of discarded rubbish.

### **14. YMCA**

The Development transaction with Redrow Homes has completed on the 18<sup>th</sup> October 2013. The development is still subject to planning consent for change of use.

### **15. Frobisher Crescent**

In respect of the toilet cisterns and their installation UHL have inspected and changed the cistern seals in 33 apartments. There are 6 units with outstanding Health Checks still to be carried out which is due to access difficulties. DSL will carry out the planned main boiler maintenance, once the few remaining agreed health checks have been completed. There have been no system shut downs or outages since the last report. In relation to the fire

compartmentation UHL are arranging access to undertake a CCTV inspection

**16. Irrigation System**

Barbican Estate Offices are undertaking works to the Beech Gardens Project and this may inform any future decision on the irrigation system.

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<b>Committee(s):</b> Residents' Consultation Committee Barbican Residential Committee	<b>Date(s):</b> 25 November 2013 09 December 2013
<b>Subject:</b> Service Level Agreements Quarterly Review July – September 2013	
<b>Report of:</b> Director of Community and Children's Services	<b>Public</b>
<p><b>Executive Summary</b></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 July to September 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><b>Recommendation</b></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 July to September 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 July to September.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent Service Level Agreement Working Party review meeting in November and any new comments from the residents Working Party, House Officers, surveys, House Group meetings and complaints are incorporated into the July to September 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 June 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 June 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 October to December 2013 will take place in January 2014 and details of this review will be presented at the March 2014 committees.

### **Conclusion**

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

**Background Papers:** Quarterly reports to committee from 2005.

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## 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>
156	April - June 2012	House Officers sporadically receiving copies of complaint letters to Technical Services.	BEO Manager attending Property Services weekly meetings which should improve communications.	
161	Apr - Jun 2013	From Resident Survey. Could a standard letter (or Bbnews article) be produced explaining security on doors and windows to make Contents Insurance easier to apply for?	This will be in the December issue of Barbicanews in the form of a FAQ	
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.	✓
163	Apr - Jun 2013	From Resident Survey. Unhappy with procedure following water pen i.e.. Resident to claim on insurance. It should be for the BEO to sort out.	The current procedure of residents making the claim is to remain.	✓
164	Apr - Jun 2013	To review communication with off site long lessees (in terms of blockwide notices).	Currently being reviewed as part of the BEO Communications Strategy.	
165	Apr - Jun 2013	BEO - PS meetings. To be more "2 way". Not just BEO bringing up items	Discussed with Property Services Team.	✓
166	July - Sept 2013	Number of complaints are being monitored more closely by the new logging procedure for emails to individual addresses - not just BEO Estate Office.		
Page 109	July - Sept 2013	The Section 20 notices have been improved with more background information on them.	For comment only.	
		<b>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</b>		
		<b>Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily</b>		
		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 1**  
**SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2013**


## 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.	
144	Apr - Jun 13	Following Resident Survey. Cleaning Manager reviewing podium cleaning levels/staffing at weekends	Cleaning Manager monitoring standards of cleaning at weekends on the podium & to review in December.	
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 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.	
151	Jul - Sep 13	Cleaning team will now be carrying out the weed spraying on the podium in addition to the Open Spaces team.	For comment only.	
152	Jul - Sep 13	Cleaning Supervisors to pick up and action cleaning issues as outlined in inspection reports.		

Page 111

## 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.	
163	Jan - Mar 13	Asset Maintenance WP - more detail about the actual assets and current cyclical programmes to be forthcoming	Draft Asset Management Strategy to be basis of next WP meeting to be set up in November.	
165	Apr - Jun 2013	From Resident Survey. Communication and follow up from Repairs can be patchy.	Fed back to PS team but still being monitored	
166	Apr - Jun 2013	From Resident Survey. Simple repairs can take a long time to resolve	Fed back to PS team.	✓
167	July - Sept 2013	Lighting in public areas is being looked at e.g. Defoe/John Trundle. Some improvements have already taken place.		
168	July - Sept 2013	Podium tiling (Landlords items) are being reviewed and prioritised by BEO.	Priorities are Ben Jonson Highwalk, Defoe Place - to be carried out over next few months.	
169	July - Sept 2013	Resident comment - reasons for things to be included in letters to residents (such as water outtages)		

**APPENDIX 4**  
**SLA AGREEMENT REVIEW - MAJOR WORKS 2013**

	<u>Quarter</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
88	April-June 2011	Tower blocks - concrete spalling - TS are arranging for surveys to be carried out to the 3 tower blocks. Any necessary remedial works will be carried out following the surveys.	Lauderdale & Shakespeare Towers have been completed and the remaining works are on programme to be completed by the end of 2013.	
94	Jan-March 2012	Concrete survey - are other blocks to be tested?	programme of checks and tests be carried out on the low rise blocks. Following expiry of the S20 notice period, orders have been placed for both Breton House and Mountjoy House. Following installation of abseiling anchors to both blocks during the latter half of October, the survey works started at Breton House in November. The anticipated start of survey works at Mountjoy House will be from w/c 16th December, due to restricted access above the school playground.	
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.	
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 e.g. tiling.	Fed back to colleagues in Department of the Built Environment. BEO reviewed priorities across the estate (see PM SLA action plan).	✓
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.	PS can do this.	✓
111	July - Sept 2013	The 'Lessons Learnt' exercise will be done after the redecoration projects of 2013/14.		
112	July - Sept 2013	No major issues have been raised by residents during the recent concrete repairs to the 3 towers carried out since Sept 13		

Page 113

**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. Breton planters looking distressed.	OS to hand water where required. City Surveyor will be reporting to RCC/BRC on this.	
127	Jul - Sep 12	Various difficult to access areas - problems with safety equipment currently being reviewed.	TM hanging gardens - quote from VT. PS now looking at design for LBC application Frobisher Buttresses - quote provided but method statement needed for Central H&S. seeking other quotes	
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.	Orders placed with Open Spaces for replacement planters	
139	Apr - Jun 13	From Resident Survey. Waterfall needs to better maintained.	Now cleaned of weeds. Some maintenance identified.	✓
140	Jul - Sep 13	Wild flower mix used in various planters across the estate. Very positive feedback received.	For comment only.	
141	Jul - Sep 13	Lake maintenance has been excellently managed this year with very little weed noted.	For comment only.	

# Agenda Item 12

<b>Committee(s):</b> Residents' Consultation Committee Barbican Residential Committee	<b>Date(s):</b> 25 November 2013 9 December 2013
<b>Subject:</b> Progress of Sales & Lettings	
<b>Report of:</b> Director of Community and Children's Services	<b>Public</b>
<b><u>Executive Summary</u></b>	
<p>This report, which is for information, is to advise members of the sales and lettings that have been approved by officers since your last meeting. Approval is under delegated authority and in accordance with Standing Orders. The report also provides information on surrenders of tenancies received and the number of flat sales to date.</p>	
<b>Recommendation:</b> That the report be noted.	

## **Main Report**

### **BACKGROUND**

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

### **SURRENDERS**

2.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	F1A (bedsit)	1	£8,750	30/06/2011 29/06/2014	Tenant evicted	14/06/2013

2	14 (bedsit)	03	£8,900	20/06/2011 19/06/2014	Tenant moved to another Barbican property	27/08/2013
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### RIGHT TO BUY

3.

	<b>8 November 2013</b>	<b>07 May 2013</b>
Sales Completed	1074	1074
Total Market Value	£89,611,908.01	£89,611,908.01
Total Discount	£29,030,964.26	£29,030,964.26
NET PRICE	£60,580,943.75	£60,580,943.75

### OPEN MARKET SALES

4.

	<b>8 November 2013</b>	<b>07 May 2013</b>
Sales Completed	832	830
Market Value	£130,234,262.87	£128,917,262.87

5. Fifteen exchanges of sold flats have taken place with the sum of £720,254 being paid to the City of London.
6. The freeholds of 14 flats in Wallside have been sold with the sum of £35,000 being paid to the City of London.
7. A 999 year lease has been completed with the sum of £43,200 being paid to the City of London.

APPROVED SALES

8.

<b>CASE</b>	<b>Block</b>	<b>Floor</b>	<b>Type</b>	<b>Price</b>	<b>Remarks as at 8 November 2013</b>
1	Thomas More House	03	14 (bedsit)	£451,000	Proceeding

APPROVED LETTINGS

9.

<b>CASE</b>	<b>Block</b>	<b>Floor</b>	<b>Type</b>	<b>Rent £pa</b>	<b>Tenancy Commences/ Expires</b>
1	<b>Breton House</b>	1 (bedsit)	F1A	£10,650	27/08/2013 27/08/2016

## 11. SALES PER BLOCK

BLOCK	TOTAL NO. OF FLATS IN EACH BLOCK	TOTAL NO. SOLD IN EACH BLOCK	NET PRICE £	% NO. OF FLATS SOLD IN EACH BLOCK
ANDREWES HOUSE	192	182	14,913,260.00	94.79
BEN JONSON HOUSE	204	194	13,422,454.73	95.10
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	105	6,806,712.50	94.59
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	66	4,693,780.00	95.65
DEFOE HOUSE	178	170	14,644,782.50	95.51
GILBERT HOUSE	88	84	8,706,852.50	95.45
JOHN TRUNDLE COURT	133	131	4,467,527.50	98.50
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	12	8	2,499,630.00	66.67
SEDDON HOUSE	76	74	7,675,677.50	97.37
SPEED HOUSE	114	104	8,933,148.50	91.23
THOMAS MORE HOUSE	166	161	13,217,455.00	96.99
WILLOUGHBY HOUSE	148	145	13,542,670.50	97.97
<b>TERRACE BLOCK TOTAL</b>	1645 (1645)	1574 (1573)	124,214,473.23 (123,712,473.23)	95.68 (95.62)
CROMWELL TOWER	112	99	20,663,501.00	88.39
LAUDERDALE TOWER	117	113	22,703,779.63	96.58
SHAKESPEARE TOWER	116	106	20,572,406.76	91.38
<b>TOWER BLOCK TOTAL</b>	345 (345)	318 (317)	63,939,687.39 (63,024,687.39)	92.17 (91.88)
<b>ESTATE TOTAL</b>	1990 (1990)	1892 (1890)	188,154,160.62 (186,737,160.62)	95.08 (94.97)

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

**Contact:** Anne Mason  
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<b>Committee(s):</b>	<b>Date(s):</b>
Residents' Consultation Committee	25 November 2013
Barbican Residential Committee	9 December 2013
<b>Subject:</b> Recognised Tenants' Associations – Annual Review 2013	<b>Public</b>
<b>Report of:</b> Town Clerk	<b>For information</b>

### Summary

Having undertaken a thorough review of the levels of membership and constitutional make-up of the various Barbican Residents' Associations, this report outlines those that have met the required qualification for Recognised Tenants' Association (RTA) status.

A summary of the results of this audit are as follows:-

House Groups	
Achieved RTA recognition	Not achieved RTA recognition
<ul style="list-style-type: none"> <li>Andrewes House*</li> <li>Ben Jonson House*</li> <li>Bunyan Court*</li> <li>Cromwell Tower*</li> <li>Defoe House*</li> <li>Frobisher Crescent*</li> <li>Gilbert House*</li> <li>Lauderdale Tower*</li> <li>Mountjoy House*</li> <li>Seddon House*</li> <li>Shakespeare*</li> <li>Speed House*</li> <li>Thomas More House*</li> <li>Willoughby House*</li> <li>Barbican Association*</li> </ul>	<ul style="list-style-type: none"> <li>Brandon Mews (<i>did not apply</i>)</li> <li>Breton House (<i>did not apply</i>)</li> <li>Bryer Court (<i>did not apply</i>)</li> <li>John Trundle Court (<i>did not apply</i>)</li> <li>Lambert Jones Mews (<i>did not apply</i>)</li> <li>The Postern (<i>did not apply</i>)</li> </ul>
* = Existing RTAs (achieved in 2012)	

### **Recommendations**

Members are asked to note the formal recognition of those House Groups and the Barbican Association, as identified in paragraph 7 of the report, as Recognised Tenants' Associations, until the outcome of the next annual review in 2014.

## Main Report

### **Background**

1. Following the Annual Audit of House Group's Membership lists and AGM Minutes, we are pleased to report that all House Groups, which applied for Recognised Tenants' Association (RTA) status, have been successful in meeting the requirements for recognition, as set out below.
2. The Landlord and Tenant Act 1985 (as amended), governs the process by which the City, as landlord, may grant Recognised Tenants' Associations status. Recognition demonstrates that an RTA has a degree of representation and that it operates in a fair and democratic manner. Such recognition also confers legal rights involving tenants in informal and formal consultation practices. It is, therefore, incredibly important that a landlord regularly reviews this information as we engage with RTAs on many levels.
3. Furthermore, an RTA can, on behalf of its members :
  - Ask for a summary of costs incurred by their landlord in connection with matters for which they are being required to pay a service charge;
  - Inspect the relevant accounts and receipts;
  - Be sent a copy of estimates obtained by the landlord for intended work to their properties;
  - Propose names of contractors for inclusion in any tender list when the landlord wishes to carry out major works;
  - Ask for a written summary of the insurance cover and inspect the policy;
  - Be consulted about the appointment and re-appointment of the agent managing the services.
4. Prior to this year's Audit, the review period began at the end of June. House Groups were written to, requesting the submission of various documents by the end of July.
5. The criteria which, at a minimum, a Residents' Association must meet in order to qualify for RTA status is as follows:-
  - The Tenants' Association must represent a minimum of **50%** of the long leaseholders in a block/tower who pay a variable service charge to the Landlord.
  - An annual general meeting must have taken place (*a copy of the minutes of the last AGM were requested*)
  - Names and addresses of residents elected to the following posts must also be provided – Chair / Hon. Secretary / Hon. Treasurer
  - To conform with the provisions of SS18-30 of the Landlord and Tenant Act 1985 (as amended) there should be only one vote per dwelling.
  - A copy of the constitution is required once every five years, with the next inspection required as part of the 2016 Audit.

- The Constitution should cover the following points and house groups are asked to advise the Town Clerk, in the intervening period, if any of the following details change.
    - Openness of Membership
    - Payment and amount of subscription
    - Election of Officers
    - Voting arrangements and quorum
    - Notice of meetings
    - Independence from the Corporation
6. Failure to meet the criteria of an RTA does not affect the status of representation on the Residents' Consultation Committee. It does, however, mean that as landlord, the City may withdraw RTA recognition from an existing RTA if the minimum requirements have not been met. This year, this will not be necessary and, in any event, would require the City to give at least six months' notice of its intention. This would hopefully provide a House Group with enough time to resubmit a successful application.

### **Current Position**

7. Having now received the required information, for which the co-operation of all the House Group Chairmen and Secretaries is very much appreciated, this report now sets out which Groups have qualified for 2013 RTA status.

### **RTA Qualifying Membership**

BOLD = Successful House Groups	<i>Total no. of Long Leaseholders</i>	<i>Number of Flats registered</i>	<i>Expressed as a percentage</i>
<b>Andrewes House*</b>	182	Opt-in membership	
<b>Ben Jonson House*</b>	194	105	54%
Brandon Mews	25	Not recognised under 1985 Landlord Act	
Breton House	105	Not recognised under 1985 Landlord Act	
Bryer Court	55	Not recognised under 1985 Landlord Act	
<b>Bunyan Court*</b>	66	Opt-in membership	
<b>Cromwell Tower*</b>	98	95	96%
<b>Defoe House*</b>	170	130	73%
<b>Gilbert House*</b>	84	64	76%
<b>Frobisher Crescent*</b>	69	Opt-in membership	

John Trundle Court	131	Not recognised under 1985 Landlord Act	
Lambert Jones Mews	8	Not recognised under 1985 Landlord Act	
<b>Lauderdale Tower*</b>	113	79	69%
<b>Mountjoy House*</b>	63	Opt-in membership (- 1)	
<b>Seddon House*</b>	74	63	85%
<b>Shakespeare Tower*</b>	106	Opt-in membership	
<b>Speed House*</b>	104	Opt-in membership (- 1)	
<b>Thomas More*</b>	160	Opt in membership	
The Postern	8	Not recognised under 1985 Landlord Act	
<b>Willoughby House*</b>	144	Opt-in membership (-1)	
<b>Barbican Association*</b> (Estate-wide)	1890	1217	65 %

\* = existing RTA (i.e. achieved RTA status in 2012).

8. The above shows that the following Tenants' Associations have qualified as RTAs for 2013 as follows:-

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

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

### **Financial and Risk Implications**

10. There are no financial and risk implications.

### **Legal Implications**

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

### **Strategic Implications**

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

### **Consultees**

13. The Comptroller and City Solicitor and the Director of Community and Children’s Services have both been consulted in the preparation of this report.

### **Conclusion**

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

### **Contact:**

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<b>Committee:</b> Barbican Residential Committee	<b>Date:</b> 9 December 2013
<b>Subject:</b> Decisions taken under Delegated Authority or Urgency	<b>Public</b>
<b>Report of:</b> Town Clerk	<b>For Information</b>
<b><u>Summary</u></b>	
<p>This report advises Members of action taken by the Town Clerk since the last meeting of the Committee, in consultation with the Chairman and Deputy Chairman, in accordance with Standing Order Nos. 41(a) and 41(b).</p>	
<p><b>Recommendation</b> To note the action taken since the last meeting of the Committee.</p>	

## **Upgrade of Television Network on the Barbican Estate**

### **Background**

On 26 March 2012, the Barbican Residential Committee received a report seeking approval for the installation of a fibre-optic system to replace the existing five wire integrated reception system (IRS); which currently provides digital television and radio services to the Barbican estate.

The IRS was installed in 2005 and, at the time, it was the largest fibre backbone system in Europe. Whilst the current system functions well, technological advances have meant that many more services are now available but these cannot be supported by a 5 wire single feed system; i.e. improved Broadband speeds.

### **The Committee resolved that:**

1. The Comptroller and City Solicitor be instructed to commence negotiations and draft a set of Contract Terms and Conditions.
2. That the Contract Terms and Conditions be approved by the Residents' Consultation Committee, via a residents' Television Upgrade Working Party.
3. That, subject to (2) above, the final details of the contracts be delegated to the Town Clerk, in consultation with the Chairman and Deputy Chairman of the Barbican Residential Committee.

On 2 September 2013, the Chairman of the Working Party advised the Barbican Residents' Consultation Committee that, further to detailed negotiations, he had received a final draft of the Contract Terms and Conditions, which would be put before the Working Party for approval. On Friday 22 November 2013, the contract was signed.

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# Agenda Item 18

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

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# Agenda Item 19

By virtue of paragraph(s) 1, 2, 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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# Agenda Item 20

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

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