



Barbican Estate Residents Consultation Committee

Date: MONDAY, 28 JANUARY 2013

Time: 6.30 pm

Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members:

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

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John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**
2. **DECLARATIONS BY MEMBERS IN RESPECT OF ITEMS ON THIS AGENDA**
3. **MINUTES**
To agree the Minutes of the Barbican Residential Committee held on 26 November 2012
(Pages 1 - 6)
4. **UPDATE REPORT**
Report of the Acting Director of Community and Children's Services
for information
(Pages 7 - 26)
5. **SERVICE LEVEL AGREEMENTS REVIEW**
Report of the Acting Director of Community and Children's Services
for information
(Pages 27 - 34)
6. **SALES REPORT**
Report of the Acting Director of Community and Children's Services
for information
(Pages 35 - 38)
7. **CAR PARK CHARGING**
Report of the Acting Director of Community and Children's Services
for information
(Pages 39 - 48)
8. **AUTOMATED PAYMENT SYSTEM FOR TEMPORARY CAR PARKING**
Report of the Acting Director of Community and Children's Services
for information
(Pages 49 - 64)
9. **ROOF APPORTIONMENTS FOR BRYER/BUNYAN/JOHN TRUNDLE COURTS**
Reports of the Acting Director of Community and Children's Services
for information
(Pages 65 - 100)
10. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
11. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

Agenda Item 3

BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Monday, 26 November 2012

Minutes of the meeting of the Barbican Estate Residents Consultation Committee held at Guildhall on Monday, 26 November 2012 at 6.30pm

Present

Members:

Randall Anderson - Shakespeare Tower (Chairman)
Tim Macer - Willoughby House (Deputy Chairman)
Mary Hickman - Andrewes House
Prof. Chris Mounsey - Breton House
John Taysum - Bryer Court
Gordon Griffiths - Bunyan Court
John Tomlinson - Cromwell Tower
Matt Collins – Defoe House

Frances Pugh - Gilbert House
Robert Barker - Lauderdale Tower
Patric Morley - Mountjoy House
David Graves - Seddon House
Helen Wilkinson - Speed House
Philip Sharples - Thomas More House
Jane Smith – Barbican Association
Chris Punter – Ben Jonson House

In Attendance:

Deputy J Barker (BRC Member)

Officers:

Eddie Stevens	- Community and Children's Services
Michael Bennett	- Community and Children's Services
Helen Davinson	- Community and Children's Services
Jacqui Campbell	- Community and Children's Services
Karen Tarbox	- Community and Children's Services
Mike Saunders	- Community and Children's Services
Anne Mason	- Community and Children's Services
David Bacon	- Chamberlains
Julie Mayer	- Town Clerk's

1. APOLOGIES

Apologies were received from Mark Bostock, Fiona Lean, Mary Bonar and Gareth Moore. Fiona Lean was represented by Christopher Punter

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

There were no declarations.

3. MINUTES

The Minutes of the Residents' Consultation Committee of 10 September were approved as a correct record, subject to an amendment in respect of **Frobisher Crescent**, adding at the end: *"until the City has accepted the hand-over of the system from the developers"*.

Matters arising:

- The soil removal and survey of Beech Gardens would pioneer future works; i.e. Ben Jonson Highwalk (and the other side). The irrigation system at the east end of Ben Jonson would remain disconnected until a solution had been found.
- The holes which had been left in the balustrading following the erection of the cinema hoardings would be repaired, with no impact on service charges.

4. UPDATE REPORT

This report updated Members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in September 2012. During consideration of the report the following items were raised:

Beech Street

The Barbican Association (BA) had been consulted in respect of the Silk Street/Beech Street Junction and asked for a co-ordinated approach with the pending Beech Street tunnel project.

Podium Tiles

Residents were pleased with the repairs to the podium tiles but asked for any missing small white tiles on stair edges to be replaced. This had particular health and safety implications for partially sighted residents.

Bicycle and Baggage Stores

Officers advised that there were free spaces for more baggage stores; ideas were being explored and timelines would be reported back in the next update report. The bicycle stores, which were subject to TfL funding, would proceed regardless and residents would be updated in the next report.

Heron Parking Bays

Residents noted that works would commence in January 2013.

Concrete Works (subject of a separate report on this agenda)

The Chairman of the Barbican Association (BA) asked about future communications regarding methods of work and specifications and officers suggested the setting up of drop in sessions before the commencement of works. Residents were advised that repairs to the low rise blocks would be done by abseillers, with no further need for scaffolding.

TV Network

Residents noted that Concerro would send draft KPI's by 28 November to the Working Party with feedback to be given by 3 December, it was anticipated that the Licence and KPIs would be sent to VFM by the end of the year. Officers advised that the specification was being developed and would be rolled out block by block. Marketing would start in Spring 2013 and residents would be able to choose from the commercial offerings.

Technical Services Structure Chart

Residents were given assurance as to the transparency and apportionment of charges for Technical services. Officers advised that any changes in methodologies would be put presented to a Working Party and residents asked for an update in the January/March 2013 quarter. Whilst the recent review had been driven by improved efficiency and customer care, residents noted that it was anticipated that it would be translated into cost savings in the future.

Barbican Cinema Scheme

The Barbican Association had asked the Arts Centre for the baseline sound testing data.

Frobisher Crescent

A resident felt that the City Surveyor's report was minimal and there was no mention of the outstanding issues regarding heating/hot water, which had not been resolved. However, residents were pleased to note that the Developer had appointed a maintenance contractor to deal with the issues of leakages and other related problems.

St Alphage

The Chairman asked that the Deputy Chairman of the RCC and the Chairman of the Barbican Association (BA) ask the developer for a progress update in 2/3 months' time.

Milton Court Car Parks and Security

Further to residents' concerns about potential security breaches and the mis-use of fire doors/exits, officers had met with the developers Project Managers. Alarms would be set louder and audible from both sides of the site area and car park; cameras would be installed on the car park side and any breaches by staff would result in disciplinary action.

Repairs - Officers agreed to investigate an intercom failure at Breton House.

Lift Alarms (Wood Street)

Residents felt that there were service issues that did not bode well for the new arrangement concerning the call centre/control room for Barbican fringe lifts.

Escalators

With regards to the recent works to the Moorgate escalators residents were generally unhappy at the poor consultation. They felt that the poor access and signposting at the east end of the estate was particularly unsatisfactory. Concern was raised as there will only be one escalator in operation until the Crossrail escalators are installed and this has already been delayed.

Residents asked if an officer from the City Surveyors' Department could attend future RCC/BRC meetings as Wood Street public lift and Moorgate escalators are the remit of the City Surveyor.

YMCA

The Barbican Association's General Council had discussed this matter last week. Residents had expressed a preference for a Frobisher Crescent style residential development.

Open Spaces

Appendix 6 referred to plant choices for replacement planting on the podium, which had been chosen to complement existing planting, provide seasonal interest and survive minimal watering. Officers advised that there would be resident consultation with regards to the concrete planters fronting Cromwell and Lauderdale Towers. The plant selection attachment was not yet available and would be circulated to RCC members before the BRC meeting.

The puddle in St Giles' Terrace was being investigated.

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5. SERVICE LEVEL AGREEMENTS REVIEW

This report updated Members on the review of the estate wide implementation for Service Level Agreements for the quarter July to September 2012.

Insurance

In response to a question from the BA Chairman, officers advised that the 25% premium, to cover administrative costs associated with insurance claims, is not recharged by the Chamberlain. Given its complexities, residents asked if the Estate Office could arrange a short meeting for residents, with Chamberlains, to discuss the City's insurance arrangements.

Water Penetration

Officers agreed to investigate a problem with the overflow system at a flat in Bunyan Court.

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6. SALES REPORT

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

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7. REVENUE AND CAPITAL BUDGETS 2013/14

This report contained the annual submission of the revenue and capital budgets overseen by the Barbican Residential Committee, prepared within the resources allocated to the Director. In response to a question about the concrete repairs contingency, officers confirmed that the majority would be for the towers. As the nature of local government accounting is very different to the traditional style, Members asked for more narratives on future reports, particularly to explain the significance of negative or debit values.

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8. COMPREHENSIVE LIFT MAINTENANCE CONTRACT

Residents noted that, in September 2011, the BRC had approved a waiver of Standing Order 53 (3) and Standing Order 52 (8) obviating the need for tenders and permitting the variation of the existing Lift Maintenance Services Contract for a period of 11 months. Residents complimented officers on seeking best value.

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9. REMEDIAL TOWER CONCRETE WORKS RESOLUTION

At 8.25 pm, Members agreed to suspend Standing Order to conclude the business on the Agenda.

This report followed the resolution of the Court of Common Council on 19 April 2012, requesting the BRC to consider the question raised by the Ward of Cripplegate Within and Without, that the City, as Landlord, should not charge the cost of the work of the concrete investigation and repairs to the three Barbican towers to the long leaseholders. The report provided a background as to why work was necessary and evaluated whether the work could be considered to be the making good of a structural defect in the original construction.

The Chairmen of the BA and RCC had written to the Chairman of the BRC seeking an urgent meeting about charging leaseholders and the impact on asset management in the future. In this letter, the Chairmen had asked the BRC Chairman to consider deferring further consideration of the report until after the meeting had taken place. Residents were aware of some earlier reports dating back to 1986 and 1991. The Housing and Technical Services Director assured residents of full transparency and, if relevant, these reports would be provided as appendices when the final report was taken to the RCC and BRC.

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

There were no questions

11. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items of urgent business.

The meeting ended at 8.40 pm

Chairman

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Agenda Item 4

Committee:	Date(s):	Item no.
Residents' Consultation Committee	28 January 2013	
Barbican Residential Committee	11 February 2013	
Subject: Update Report		
Report of: Director of Community and Children's Services		Public
<p><u>Executive Summary</u></p> <p>Barbican Estate Office</p> <ol style="list-style-type: none">1. Key Performance Indicators, Statistics - see appendix 12. Stores3. Buildings Insurance4. Open Spaces <p>Built Environment</p> <ol style="list-style-type: none">5. Barbican Area Street Scene Enhancement Strategy/ Beech Street Tunnel <p>Technical Services Division – see appendix 2</p> <ol style="list-style-type: none">6. Redecorations7. Roof apportionments8. Beech Gardens Podium Works9. Asset Maintenance Plan10. Technical Services Officer Time Charging Methodology11. Asbestos in Meter Cupboards12. Water Pressure to Tower Blocks13. Tower Concrete Works14. Public lift availability		

15.Upgrade of the Barbican Television Network

City Surveyors Department – see appendix 3

16.Barbican Occupiers Users Group

17.Crossrail

18.Barbican Arts Centre Cinema Relocation

Fringe developments

19.Frobisher Crescent

20.Milton Court Redevelopment

21.Moorgate Telephone Exchange

22.St Alphage House

23.Roman House

24.Public Lifts serving the Barbican Estate

25.YMCA

Recommendations that the contents of this report are noted.

Background

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

Barbican Estate Office Issues

1. Key Performance Indicators, Statistics

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

2. Stores

The BEO has progressed a report on the procurement of new Baggage Stores and Bicycle Lockers to the Corporate Project Board for their meeting on 21 January. The BEO is also liaising with Officers in the Department of Built Environment and TFL regarding the possibility of funding for Barbican residential bicycle storage schemes in the car parks.

3. Buildings Insurance

A meeting is being scheduled for late January/early February to review building insurance charges with resident representatives and the Chamberlains Department.

4. Open Spaces

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

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

Built Environment

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

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

Ben Jonson Highwalk – the installation of the replacement seating was completed in January. The lanterns on the Highwalk were replaced in January and now limit the light spillage up into the adjacent flats. The restoration of the damaged tiles in the area will begin in the coming weeks.

St Giles Terrace – the installation of the replacement seating was completed in January. The refurbishment of the lighting has begun and several of the existing lanterns have been removed and taken for renewal. Temporary lanterns have been installed on the columns to ensure adequate lighting levels and the columns will be refurbished in the coming weeks.

Beech Street Tunnel - Projects Sub-Committee approved the initiation of a project to investigate options for enhancements to Beech Street Tunnel in November 2012. Officers are now in the early stages of assessing options for the tunnel and these options will be reported back to Committee later in 2013. Options for enhancements will consider issues along the tunnel itself and will also take into consideration any changes proposed at the junctions of Silk Street and Aldersgate Street at either end of the tunnel.

Background Papers:

Minutes of the Barbican Residential Committee 26 November 2012.
Minutes of Residents' Consultation Committee 10 December 2012.

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Appendix 1 Summary of Key Performance Indicators October to December 2012

PI No	Title of Indicator	Actual 2011/12	TARGET 2012/13	QTR 3 11/12	QTR 4 11/12	QTR 1	QTR 2	QTR 3	QTR 4	PROGRESS AGAINST TARGET	SUMMARY
H3	Answer all letters satisfactorily with a full reply within 10 working days	76%	100%	85%	70%	67%	77%	96%		☹	87 out of 91 letters are answered within 10 days
H4	Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	92%	100%	96%	100%	95%	91%	99%		☹	101 out of 102 emails were answered within 10 days
H5	To resolve written complaints satisfactorily within 14 days	92%	100%	83%	100%	100%	75%	100%		☺	3 out of 3 complaints were answered within 14 days
H9	% 'Urgent' repairs (complete within 24 hours)	95%	90%	93%	92%	96%	98%	97%		☺	
H10	% 'Intermediate' repairs (complete within 3 working days)	98%	95%	94%	94%	99%	91%	95%		☺	
H11	% 'Non-urgent' repairs (complete within 5 working days)	92%	90%	89%	93%	94%	96%	97%		☺	
H12	% 'Low priority' repairs (complete within 20 working days)	90%	90%	88%	94%	94%	94%	95%		☺	
H15	Resident Satisfaction with repairs service		90%			95%	96%	100%		☺	
H21	% Overall Resident satisfaction of completed Major Works Projects (£50k+)	93%	90%	94%	91%	96%	NA	NA		☺	

H29	% Resident satisfaction with estate cleaning standards	96%	90%	97%	86%	97%	97%	100%		😊	
H32	No of reported incidents of antisocial behaviour	164	No Target	39	35	55	38	26			20 incidents (mainly noise) dealt with by the BEO, 5 by the police, and 1 referred to Environmental Services.
H46	% Payment of undisputed invoices within 30 days	92%	100%	88%	91%	94.5%	96%	99%		😞	Out of a total of 944 invoices 5 were not paid within 30 days.
H48B	To reduce commercial rent arrears to under 2% of annual debit	1.88%	<2%	0.8%	2.0%	1.9%	2.1%	1.95%		😊	

Baggage Stores at December 2012. Figures in brackets reflect the information presented to your last meeting

Let	Sold	Allocated (In process)	Unlettable	Allocated to BEO	In Query	Vacant	Total	Average Void time in days
1167 (1160)	69 (70)	6 (9)	16 (6)	2 (2)	2 (12)	4 (7)	1266 (1266)	43 (44)

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
60 (70)	45 (45)	39 (39)	1 (1)	145 (155)

Bicycle Stores

Let Stores	Vacant Stores	Waiting List	Total Stores
95 (99)	5 (1)	45 (43)	100 (100)

BARBICAN ESTATE - CAR PARKING BAYS

AS AT DECEMBER 2012

CAR PARK	ANDREWES	BRETON	BUNYAN	CROMWELL	DEFOE	SPEED	LAUDERDALE	THOMAS MORE	01 WILLOUGHBY	03 WILLOUGHBY	TOTALS	PREVIOUS TOTALS (Oct 2012)
SOLD	16	3	1	10	34	8	22	12	5	43	154	153
RESIDENTIAL	90	75	80	58	118	54	73	100	88	5	741	737
COMMERCIAL	2	70	5	0	0	0	0	0	4	3	84	89
VACANT	27	91	123	24	8	93	10	38	57	58	529	529
TOTALS	135	239	209	92	160	155	105	150	154	109	1508	1508

FORMER CAR BAYS	2	30	45	9	5	21	29	26	18	21	206
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Former Car Bays - Reasons why no longer used as car bays:

BAGGAGE STORES / TRANSPORTABLE BAGGAGE STORES

BAYS TOO SMALL / AWKWARD TO PARK

BICYCLE LOCKERS / RACKS / CAGES / MOBILITY SCOOTERS

CAR PARKING OFFICES

ENTRANCES / EXITS TO BLOCKS

FIRE EXITS/FIRE HOSE REEL STORAGE

LOW CEILING HEIGHTS/OPEN TO ELEMENTS/PILLARS

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

Visitors Bays

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

Heron Tower Development

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

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

The 70 temporary commercial bays at Breton House car park are for 2 individual contracts

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
RCC Annual Review		25 March	
Update Report	Michael Bennett	3 June	17 June
SLA Review	Michael Bennett		
Extension of Window Cleaning Contract	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Beech Gardens Project	Karen Tarbox		
Garchey 5 Year Review	Mike Saunders		
Roof Apportionments for Ben Jonson House, Breton House & Shakespeare Tower	Mike Saunders		
Update Report	Michael Bennett		
SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Annual Review of RTAs	Town Clerks		
Relationship of BRC Outturn Report to Service Charge Schedules – RCC Only	Anne Mason		
Revenue Outturn	Anne Mason		
Update Report	Michael Bennett	25 Nov	9 Dec
SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Revenue & Capital Budgets	Anne Mason		
Car Park Charging	Barry Ashton		

6. Redecorations

2012/13 Programme

The programme of works for redecorations for the following blocks has commenced and are progressing well:

- Shakespeare Tower – Internal Redecorations. To commence in February
- Thomas More House – Internal Redecorations. 50% complete
- Seddon House – External Redecorations. 95% complete
- Lambert Jones Mews – External Redecorations. 95% complete

Condition surveys have been carried out on blocks that are due for redecoration in 2013/14. The surveyors recommendation is that external decorations are carried out on the following blocks:

- John Trundle Court
- Bunyan Court
- Bryer Court

The recommendation will be sent to the relevant Housegroups prior to statutory consultation being carried out.

7. Roof Apportionments.

BLOCK	CURRENT STATUS	Estimated Final Account Verification	Estimated Final Apportionments
Bryer Court	Final Apportionment to be carried out. Passed to Working Party Aug 2010	N/A	Jan 2013
Breton House	Final account checks to be carried out followed by provisional final apportionment.	Feb 2013	June 2013
Ben Jonson House	Final account checks to be carried out followed by provisional final apportionment.	Dec 2013	June 2013
John Trundle/ Bunyan Court	Final Apportionment to be carried out. Passed to Working Party Aug 2010	N/A	Jan 2013
Shakespeare Tower	Final Apportionment to be carried out. Passed to Working Party Dec 2009	N/A	June 2013

Following the meeting with the BA Roof Sub-Committee agreement on the final apportionments for John Trundle Court, Bunyan Court and Bryer Court has been reached and the reports are being presented to this committee. The final apportionments for Ben Jonson House, Breton House and Shakespeare Tower will be presented to the June Committee.

8. Beech Gardens Podium Works

Removal of soil and remaining soft landscaping:

The removal of the soil is due to complete by the end of January. Despite the poor weather conditions we have experienced over the past months, the works have progressed well. The removal of the soil will enable the specification to be updated with the waterproofing detailing included.

Pilot waterproofing works to White Lyon Court

Pilot works to White Lyon Court commenced in November 2012 and completed on 18th January. The results of the pilot are being incorporated into the main technical specification which should be completed in January.

Drop in Sessions

Drop in sessions continue to take place with 'question and answer' sheets distributed following the sessions. At the time of this report, a further session was being arranged for late February/early March.

9. Asset Maintenance Plan

Work on the new software has commenced. We are currently carrying out a data cleansing exercise within our repairs system Orchard as the new software will interface with Orchard when works are carried out and when carrying out 'what if' scenarios. Once this exercise is complete, the information will be passed to Keystone to create the property database. This will be followed by loading current asset information that is held in various databases and software systems.

10. Technical Services Officer Time Charging Methodology

A review on officer time charging methodology is taking place in respect of, but not limited to, how repairs call centre staff time is allocated to the Barbican Estate and Housing Estates. The results of the review will be reported to the RCC along with any suggested changes.

11. Asbestos in Meter Cupboards

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

12. Water Pressure to Tower Blocks

Thames Water are still committed in principle to install booster pumps to the 3 tower blocks. Surveys have been carried out in the surrounding area (including Golden Lane Estate) with the view to extend the installation of pumps beyond the Barbican Estate

13. Concrete Works

Concrete Report

A meeting is to take place between the chairmen of the Barbican Association (BA), RCC and Barbican Residential Committees to consider the questions raised on the proposed report following the resolution from the Grand Court of Ward Mote (Court of Common Council 19th April 2012). In the meantime, officers are currently reviewing the questions raised and will respond to the BA.

Towers

The petrographic report on core samples taken from all three towers has been received and has been passed to English Heritage. A meeting is due to take place with English Heritage on 7th February 2013. If agreement is reached then the planning application will be made and is likely to take up to 3 months for the application to be processed.

Low-rise blocks

Post tender statutory consultation is being carried out following receipt of tenders. This is due to complete on 15th February. A drop in session is to be organised for late February prior to commencement of the works.

14. Public Lift Availability

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

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

15. Upgrade of the Barbican Television Network

Following a meeting with the Television Working Party, a draft license agreement has been produced by the City Solicitor. This was sent to VFM before the Christmas break. VFM are currently reviewing the draft license.

VFM have confirmed that they will respond by the end of January. As a result, the Long Stop date contained in the Head of Terms has been moved to 1st March 2013. This will allow the Working Party to meet should VFM request any fundamental changes to the license.

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City Surveyors Department Issues

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

16. Barbican Occupiers Users Group

The Barbican Occupiers Group met on 12 November 2012 although the usual number of attendees was down.

To give a flavour of the issues considered by the group a brief outline is provided below:-

- In respect of Frobisher Crescent flats a protocol has been sent out to residents
- the proposed changes to Silk Street are subject to on-going consultation
- Beech Garden project began in October for a 12 week period and only one complaint was received to date.

The next meeting of the Barbican Occupiers User Group is scheduled for March 2013.

17. Crossrail

Progress of the works continues with the project achieving the following in the Moorgate area:

- Waste bins installed for temporary storage of excavated soil to assist with lorry movements and timings.
- Removal of the existing piles is nearing completion.
- The sewer diversion has been completed.
- The enhanced public footway outside station to the High walk escalators is complete and management in place.
- A noise wall adjacent to Moor House has been constructed as part of the noise management plan.

In the next six months the work expected to be undertaken:

- Further Utility works. This will involve locating and identifying existing utilities and diverting them where necessary.
- Piles being installed for the over site development. Foundations are now being laid to allow further development over the station in future.

- Diaphragm wall installation. This involves excavating soil and pouring the concrete to construct the diaphragm walls which will make the basis of the operational shaft.
- Traffic management of Moorgate will be continuing during this period to help facilitate the works.

There will be on going disruptions in the area for the next few years until the station opens in 2018.

18. Barbican Arts Centre Cinema Relocation

The contractor has stated that the planning conditions in respect of noise relating to the consent for the cinemas has been discharged. If there is a subsequent issue with noise it will be the contractor's responsibility to redress as a defect.

Fringe Redevelopments

19. Frobisher Crescent

The 3 units retained by the City (Flats 701, 801 and 901) have been marketed by Hamilton Brooks in association with Barretts Solicitors. All three flats are currently under offer and solicitors instructed.

20. Milton Court Redevelopment

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

(10.01.13 – No further update)

21. Moorgate Telephone Exchange

This site was sold to a property vehicle owned by MGPA and CarVal managed funds. MGPA and Quadrant are the development manager. Construction of the new building is now underway and completion is due in 2014. Skanska are the contractor and a regular newsletter is provided to residents.

(10.01.13 – No further update)

22. St Alphage House

Planning Permission was granted at the end of August 2011. Hammerson assigned their Option Agreement to Brookfield/ Oxford Properties (Canadian Developers) who simultaneously exercised the option and purchased the site in early July. Brookfield are still considering when they are likely to commence demolition or the development. It is understood that they will finalise development strategy by spring 2013

23. Roman House

Planning permission for 90 residential dwelling was granted 23 December 2011. The change of use from offices includes external alterations including new windows and roof extension. Berkeley Homes are now on site. Completion anticipated Mid/late 2014 – Website for further information including newsletters available for local Barbican residents:-

www.roman-house-construction.co.uk

24. Six Public Lifts serving the Barbican Estate (1/11/12 to 31/12/12)

Lift Alarms and Monitoring for the Public Lifts

All emergency lift alarm calls now go through to the dedicated 24/7/365 call centre who call out the lift contractor direct upon activation. This helps with resilience and consistency.

The EMU's (Elevator Monitoring Units) fitted to the lifts which send out automatic "out of service" reports are now monitored out of hours by the lift contractor who now receives reports out of hours when they stop working. This should provide a quicker response to breakdowns.

Moorgate Escalators

The works to the up escalator were completed on time and it was returned to service on 25th November 2012. The down escalator has now been blocked off but a fixed stair provides this function until new units planned for November 2014 are installed by Crossrail.

The up escalator service failed on 17th December due to water ingress caused by increased exposure to the elements arising from the Crossrail works and the excessive weather conditions in December. The escalator is an internal unit not capable of withstanding flooding. It has not experienced any problems in

this respect until now. Due to the Christmas holiday industry shutdown and the need to procure new waterproof units it was not returned to service until 7th January 2013.

Public lift and escalator performance (1/11/12 to 21/12//12)

Lift	Availability %	Reason for failure (under 95%)
Speed House (Silk St)	83.1%	Lift switched off by highways on 13 December 2012 because it was tripping out street lights. Highway Engineers investigated and repaired street fault and following their advice the lift was re-energised on 21st December.
Moor House	99.8%	
Little Britain	99.0%	
London Wall (E)	100.0%	
London Wall (W)	100.0%	
London Wall Escalator (Up)	97.1%	
London Wall Escalator (Down)	100.0%	
Moorgate Escalator (up)	90.1%	See paragraphs above
Pilgrim St	99.8%	
Atlantic House	99.4%	
Wood St Place	94.0%	Extensive repairs were required to the overspeed governor

25. **YMCA**

The market testing for the 2 Fann Street building has been carried out and a report of the bid analysis with recommendations is to be presented to the BRC on the 11th February for consideration.

Agenda Item 5

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 28 January 2013 11 February 2013	Item no.
Subject: Service Level Agreements Quarterly Review October – December 2012		
Report of: Director of Community and Children's Services	Public	
<p>Executive Summary</p> <p>This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements for the quarter October to December 2012. This report details comments from the House Officers and the Resident Working Party and an on-going action plan for each of the five Service Level Agreements.</p> <p>Recommendation</p> <p>That the Committee notes the work undertaken by the Barbican Estate Office and the Resident Working Party to monitor and review the implementation of Service level Agreements estate-wide and to identify and implement actions where appropriate, to improve services.</p>		

Background

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

review meeting in January and any new comments from the residents Working Party, House Officers, surveys, House Group meetings and complaints are incorporated into the October to December 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 September 2012 have been carried forward to this current quarterly review. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
5. All of the resolved issues to September 2012 have been filed as completed by the House Officers in conjunction with the resident working party. Once comments are completed, they will be removed and filed.

Proposals

6. The Barbican Estate Office will continue to action and review the comments from the House Officers and Resident Working Parties related to the Customer Care, Supervision and Management, Estate Management, Property Maintenance, Major Works and Open Spaces Service Level Agreements.
7. The review of the Service Level Agreements for the quarter January to March 2013 will take place in April 2013 and details of this review will be presented at the June 2013 committees.

Conclusion

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

Background Papers: Quarterly reports to committee from 2005.

Contact: *Michael Bennett, Barbican Estate Manager*
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SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2012

	REVIEW PERIOD	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
146*	Jul-Sept 2011	Mail deadline KPIs are very low for Quarter 2, and a new procedure is to be started to improve the response times.	Results are trending in the right direction. Quarter 1 was 67%, Quarter 2 is 77% and quarter 3 is 96%	
158*	July-Sept 2012	There are issues of managing Will 03 car park, as it is being mis-used by McAlpine/ Heron.	Car Park Manager liaising with SRM regarding our complaints, and following meetings with the BEO and McAlpine/ Heron, the standards have much improved.	
159*	Oct-Dec 2012	The Q&A format of communication eg Beech Gardens Project has worked well and should be used again for other updates.		
		SLA Service Level Agreement	CGM City Gardens Manager	
		CPA Car Park Attendant	GAG Gardens Advisory Group	
		LP Lobby Porter	OS Open Spaces	
		ES Estate Services	RCC Residents Consultation Committee	
		RO Repairs Officer	ESM Estate Service Management	
		HO House Officer	DCCS Department of Children and Community Services	
		LHS Leasehold Services	SRM Sir Robert McAlpine	
		COG Core Operational Group - Barbican Estate Manager, Resident Services Manager & House Officers and Officers from Technical Services		
		BOG Barbican Operating Group - Barbican Estate Manager, Head of Property Services and Officers from TS		

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
135*	Jul - Sept 12	Resident complaint received about cleaning levels in car parks especially around block entrances.	Cleaning Manager has liaised with resident. Block entrances cleaned daily. Now much improved.	✓
137*	Jul - Sept 12	Managers to remind teams re lift curtain procedure.	Cleaning and Car Park Manager requested to do so. Improved.	✓
138*	Jul - Sept 12	Litter an issue on podium when BC is busier.	Weekend podium cleaners are in operation and they target high traffic areas. These areas are also patrolled during the week.	✓
140*	Oct - Dec 12	Some complaints received about bin areas at Christmas.	Was addressed at the time by the Supervisors. It was a struggle for the cleaners as refuse collection from Cleansing was missed - CM has taken up with Cleansing Dept.	✓
141*	Oct - Dec 12	Skips on Lauderdale ramp to be there for a set time and not left to linger.	Officers made aware - BEO monitoring	

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
145	Oct-Dec 2011	Water penetration procedure - the letters to update residents on the cause of a leak seem to be being sent out sporadically. Letters not being sent out could lead to complaints and problems caused by residents making late insurance claims.	Reviewed and letters updated. Further monitoring following changes.	
154	April-June 2012	TS need to prioritise work for contractors such as balcony linings where there is only a single contractor who can carry out a particular trade and the work is weather dependent.	TS reviewing.	
155*	July-Sept 2012	Communication plan required in the event of lift breakdowns so that the BEO are made aware and can keep residents updated on progress with repairs.	BEO has met with TS to agree new procedures.	✓
156*	July-Sept 2012	New main contractor - weekly update meetings with BEO, TS and Metwin not yet happening.	Meetings now being held.	✓
157*	Oct - Dec 12	New contractors Metwin - BEO notes much improved communication regarding ongoing repairs.	For comment only.	✓
158*	Oct - Dec 12	New contractors Metwin - to be reminded to clean up when works are complete.	Reminded at weekly meetings - BEO monitoring	
159*	Oct - Dec 12	New contractors Metwin - occasionally too many staff are involved in one job and there is a lack of continuity.	Reminded at weekly meetings - BEO monitoring	

APPENDIX 4

SERVICE LEVEL AGREEMENT REVIEW - MAJOR WORKS 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
88	April-June 2011	Tower blocks - concrete spalling - TS are arranging for surveys to be carried out to the 3 tower blocks. Any necessary remedial works will be carried out following the surveys.	Repair works commenced on Shakespeare and Lauderdale in Feb and on Cromwell in March. Scaffolding removed April 2012. Remedial work still to be carried out subject to consent.	
94*	Jan-March 2012	Concrete survey - are other blocks to be tested?	The programme of concrete testing will be expanded to the terrace blocks later in Spring 2013. 2nd stage consultation letters have been sent out to affected blocks.	
99*	July - September 2012	Redecs 2012/13 have now commenced. Project Communications Plan now being implemented.	Will be reviewed throughout project.	
100*	Oct - Dec 12	Condition Surveys for redecs project 2013/14 to be completed.	Have been completed - all 3 blocks will require redecs. 1st stage consultation imminent.	
101*	Oct - Dec 12	Beech Gardens - soil clearance aspect of project has gone very well. One complaint received the first week of the project (due to a resident not being aware of works) otherwise no problems encountered.	For comment only.	✓

APPENDIX 5
SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
126*	Apr - Jun 12	Irrigation under BJH has been cut off by cinema project.	OS to hand water when and if required.	
131*	Oct - Dec 12	No leaf blowing complaints received this Autumn.	For comment only.	✓
132*	Oct - Dec 12	Fann St Wildlife Garden accessible path - BEO currently investigating this option and seeking funding.	For comment only.	✓
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.	Liaising with Cromwell Tower HG following AGM. Meeting to be set up for Lauderdale Tower HG	

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Agenda Item 6

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 28 January 2013 11 February 2013	Item no.
Subject: Progress of Sales & Lettings		
Report of: Director of Community and Children's Services		Public
<u>Executive Summary</u>		
<p>This report, which is for information, is to advise members of the sales and lettings that have been approved by officers since your last meeting. Approval is under delegated authority and in accordance with Standing Orders. The report also provides information on surrenders of tenancies received and the number of flat sales to date.</p> <p>Recommendation: That the report be noted.</p>		

Main Report

BACKGROUND

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

SURRENDERS

2.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	93 (1 bed)	3/4	£18,800	27/09/2012 26/09/2015	Tenant deceased	10/12/2012
2	1C (4 bed)	18th	£31,200	Periodic tenant	None given	18/12/2012

RIGHT TO BUY

3.

	08 January 2013	05 November 2012
Sales Completed	1074	1074
Total Market Value	£89,611,908.01	£89,611,908.01
Total Discount	£29,030,964.26	£29,030,964.26
NET PRICE	£60,580,943.75	£60,580,943.75

OPEN MARKET SALES

4.

	08 January 2013	05 November 2012
Sales Completed	826	826
Market Value	£127,347,262.87	£127,347,262.87

5. Fourteen exchanges of sold flats have taken place with the sum of £620,254 being paid to the City of London.
6. The freeholds of 14 flats in Wallside have been sold with the sum of £35,000 being paid to the City of London.
7. A 999 year lease has been completed with the sum of £43,200 being paid to the City of London.

APPROVED SALES

8. There are no new approved sales.

APPROVED LETTINGS

9. There are no new approved lettings.

10. SALES PER BLOCK

BLOCK	TOTAL NO. OF FLATS IN EACH BLOCK	TOTAL NO. SOLD IN EACH BLOCK	NET PRICE £	% NO. OF FLATS SOLD IN EACH BLOCK
ANDREWES HOUSE	192	182	14,913,260.00	94.79
BEN JONSON HOUSE	204	194	13,422,454.73	95.10
BRANDON MEWS	26	25	1,872,460.00	96.15
BRETTON HOUSE	111	103	6,128,712.50	92.79
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	66	4,693,780.00	95.65
DEFOE HOUSE	178	170	14,644,782.50	95.51
GILBERT HOUSE	88	84	8,706,852.50	95.45
JOHN TRUNDLE COURT	133	131	4,467,527.50	98.50
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	12	8	2,499,630.00	66.67
SEDDON HOUSE	76	74	7,675,677.50	97.37
SPEED HOUSE	114	104	8,933,148.50	91.23
THOMAS MORE HOUSE	166	158	11,550,455.00	95.18
WILLOUGHBY HOUSE	148	144	13,000,670.50	93.91
TERRACE BLOCK TOTAL	1645 (1645)	1569 (1569)	122,142,473.23 (122,142,473.23)	95.38 (95.38)
CROMWELL TOWER	112	98	19,748,501.00	87.50
LAUDERDALE TOWER	117	113	22,703,779.63	96.58
SHAKESPEARE TOWER	116	106	20,572,406.76	91.38
TOWER BLOCK TOTAL	345	317 (317)	63,024,687.39 (63,024,687.39)	91.88 (91.88)
ESTATE TOTAL	1990 (1990)	1886 (1886)	185,167,160.62 (185,167,160.62)	94.77 (94.77)

The freeholds of 14 Flats in Wallside have been sold. The net price achieved for the purchase of the original leasehold interest and the subsequent freehold interest is £3,459,500. The figures in brackets are as stated at your last meeting. There have been no completed sales since then.

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Agenda Item 7

Committee:	Date:	Item
Residents' Consultation Committee	28 January 2013	
Barbican Residential Committee	11 February 2013	
Subject: Car Parking Charging	Public	
Report of: Director of Community and Children's Services	For Decision by Barbican Residential Committee	

Summary

1. This report, which is for decision seeks to extend the current charging policy for car parking on the Estate for another year from 24 June 2013, leading to an increase in fees of 2.6%.
2. Fees for car parking have been reviewed between 2009 and 2012 by reference to changes in the Retail Price Index (RPI), published by the Office for National Statistics in September.
3. It is proposed to extend this charging policy for a further year and to review the policy again for the year commencing 24 June 2014.
4. This report also includes an analysis of local demand, utilisation, comparisons and income generation.
5. As a result of Value for Money/efficiency savings £200,000 has been "targeted" in 2012/13 from the Barbican Estate Car Parks and for each subsequent year thereafter.
6. The latest forecast based on the most likely level of car park occupancy, cost reductions and taking into account developments since the original budget was prepared indicates that the required savings are achievable for 2012/13 and 2013/14.

Recommendation

7. That all car parking licence fees be subject to review from 24 June 2013 for the following year. The increase is to be calculated by reference to any changes in the RPI published by the Office for National Statistics in September of the preceding year to allow appropriate notice to be given to Barbican residents of any increase in the fee. The RPI published in September 2012 shows an increase of 2.6%.
8. The effect of this will be that from 24 June 2013
 - annual residential car parking licences will increase from £1,126 to £1,155;
 - daily car parking charges will increase from £9.20 to £9.44; customers using the automated system will receive an increase from £8.20 to £8.44
 - annual commercial car parking licences will increase from £4,121 to £4,228 (excluding VAT);
 - annual residential motorcycle licences will increase from £210 to £216;
 - administration fees for new car bay licences will increase from £56 to £57;
 - annual fees for electrical mobility scooters will increase from £375 to £385;
 - annual fees for bicycle stores will increase from £79 to £81;
 - purchase price for a car bay on the estate will increase from £8,000 to £8,208;
9. These measures would increase Car Parking revenue for 2013/14 by an estimated £25K at current levels of occupancy.

Main Report

Background

10. The Barbican Residential Committee at its meeting on 26 January 2009 resolved that the fees for car parking would be determined by reference to any changes in RPI over the preceding year for the following three years.
11. 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 for 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.

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. This method of calculation resulted in increases of 4.9% in June 2010, nil in 2011 and 5.2 % in June 2012. The increase in RPI published in September 2012 was 2.6%.

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 RPI increase proposed the following car parking charges will apply.

Licence Type	Number of Rentals	Current Rate	New Rate
Residential Car Bay	741	£1,126	£1,155
Commercial Car Bay (excludes other contracts, net of VAT)	35	£4,121	£4,228
Residential Motorcycle Bay	26	£210	£216
Bicycle Lockers	100	£79	£81

Car Park Occupancy

14.The current car park occupancy is included in Appendix 1. Car park occupancy has remained within forecast over the last year based on those forecasts carried out in August 2011 for the Car Park Efficiency Strategy Working Party. An evaluation of car park surrenders has taken place over the last year with more than 75% stating that they were selling or relinquishing their vehicle and only 12% confirming that permanent car parking charges were too expensive.

Car Park Account Financial Forecasts

15.In 2010 Chief Officers were asked to submit proposals outlining how further savings could be achieved across their services to an officer led Value for Money/Efficiency Programme Board which reported to the Estimate Working Party of the Finance Committee. As part of this process

the Barbican Estate submitted proposals outlining how further savings could be achieved in the delivery of the car parking service. As a result Value for Money/efficiency savings of £200,000 in 2012/13 and for each subsequent year have been “targeted” from the Barbican Estate Car Parks.

16. The 2013/14 budgets agreed at your last committee meeting included these increases and achieved the £200,000 savings required. The budgets also provided for the re-introduction of permanent staff to replace agency staff currently being employed. Officers will therefore review the current Estate Concierge staffing and introduce a programme of recruitment of permanent staff members.
17. 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.

Income generation

18. The improvement in the financial position for 2013/14 reflects increased revenue from, for example, Heron paying service charges for residential car bays and from continued commercial car parking.
19. However, given the current economic climate, Officers will continue to explore and develop commercial opportunities for unused car park areas. Any proposals will be subject to consultation and be presented to future Residents’ Consultation Committee and Barbican Residential Committee meetings.

Car Parking Charges Comparisons

20. Charges for other car parks both public and private in the City of London are included in Appendix 2, 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 £1,126 p.a. are higher than those of the other City of London Corporation car parks listed (£709-£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 (£2,000 - £6,730 p.a.) than those on the Barbican Estate.

Financial Implications

21. An increase of 2.6% in car bay licence fees would result in an increase of income for 2013/14 by an estimated £25,000 at current levels of occupancy.

Consultees

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

Conclusion

23. The 2005 Car Park Strategy Working Party residents' survey concluded that price was not the main driver in determining the level of demand of car park spaces. However, 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 2013/14.

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

Contact:

Barry Ashton – Car Park and Security Manager

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Appendix 1

CAR PARK OCCUPANCY

AS AT DECEMBER 2012

CAR PARK	ANDREWES	BRETON	BUNYAN	CROMWELL	DEFOE	SPEED	LAUDERDALE	THOMAS MORE	01 WILLOUGHBY	03 WILLOUGHBY	TOTALS	PREVIOUS TOTALS (Oct 2012)
SOLD	16	3	1	10	34	8	22	12	5	43	154	153
RESIDENTIAL	90	75	80	58	118	54	73	100	88	5	741	737
COMMERCIAL	2	70	5	0	0	0	0	0	4	3	84	89
VACANT	27	91	123	24	8	93	10	38	57	58	529	529
TOTALS	135	239	209	92	160	155	105	150	154	109	1508	1508

FORMER CAR BAYS	2	30	45	9	5	21	29	26	18	21	206
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Former Car Bays - Reasons why no longer used as car bays:

BAGGAGE STORES / TRANSPORTABLE BAGGAGE STORES

BAYS TOO SMALL / AWKWARD TO PARK

BICYCLE LOCKERS / RACKS / CAGES / MOBILITY SCOOTERS

CAR PARKING OFFICES

ENTRANCES / EXITS TO BLOCKS

FIRE EXITS/FIRE HOSE REEL STORAGE

LOW CEILING HEIGHTS/OPEN TO ELEMENTS/PILLARS

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

Visitors Bays

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

Heron Tower Development

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

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

The 70 temporary commercial bays at Breton House car park are for 2 individual contracts

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APPENDIX 2

CAR PARKING CHARGES COMPARISONS OCTOBER 2012

City of London, Corporation Car Parks	Annual Charges	Spaces	Manned	CCTV	Comments
Golden Lane Estate	£709.28	24	x	✓	Patrols not dedicated staff
Middlesex Street	£994.24	122	x	✓	Patrols not dedicated staff
City of London Car Parks (inc. London Wall)	£740.00	218 - London Wall	✓	✓	Manned 24 / 7 - bays allocated on a first come first served basis
Barbican Estate	£1,126.00	1508	✓	✓	Manned 24 / 7

Car Parks in or adjacent to the city	Annual Charges	Spaces	Manned	CCTV	Comments
Glasshouse Yard, EC1M	£2,400.00	-	x	✓	£200 a month. Private Car Park, Gated with CCTV
Turnmill Street, EC1M	£2,700.00	-	x	✓	Beneath block of Luxury Apartments. £225 a monthly Gated 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, Clifton Street, EC2A 4JH	£2,953.00	84	✓	✓	

Temporary Car Parking	5 Hours	24 Hours	Comments
Street Parking	£20	£96	£1 = 15 mins (Maxium stay 4hrs)
NCP, Beech Street & Silk Street	£14	£40	
NCP, Aldersgate Street	£21	£32	
NCP, Saffron Hill, EC1N 8XA	£20	£22.50	
NCP, Finsbury Square, EC2A 1AD	£12 (up to 2hrs)	£42	
NCP, International Press Centre, EC4A 3JB	£44	£44	
NCP, Clifton Street, EC2A 4JH	£5 (up to 2hrs)	£10	
Barbican Estate	Free	£9.20	£9.20 After 5 hrs then covers for 24 hrs

Movement of Barbican Estate charges from 1997 to Date	Price change implemented															
	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
Residential Car Parking Per Annum	£927.00	£927.00	£927.00	£927.00	£927.00	£990.00	£990.00	£990.00	£990.00	£990.00	£990.00	£990.00	£1,038.00	£1,038.00	£1,070.00	£1,126.00
Commercial Car Parking Per Annum including VAT	£4,166.66	£4,166.66	£4,166.66	£4,166.66	£4,166.66	£4,166.66	£4,250.00	£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
Temporary Car Parking - (Over 5 hours in any 24 hour period)	£5.75	£5.75	£7.00	£7.00	£7.00	£8.00	£8.00	£8.00	£8.00	£8.00	£8.00	£8.00	£8.50	£8.50	£8.75	£9.20

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Agenda Item 8

Committee(s):	Date(s):	Item no.
Residents' Consultation Committee Barbican Residential Committee	28 January 2013 11 February 2013	
Subject: Automated Payment System for Temporary Car Parking	Public	
Report of: Director of Community and Children's Services	For Decision by Barbican Residential Committee	
<p><u>Summary</u></p> <p>The Barbican Estate Office has been looking at efficiencies in delivering the temporary car parking service and this report proposes that an Automated Payment System (credit and debit card payment using text, touch-tone, internet and mobile web technology) is introduced in the car parks. The new service provides a convenient way to pay for parking.</p> <p>It is proposed that this be an additional customer benefit and is not yet intended to replace the current ticketing/invoicing system.</p> <p>Recommendations</p> <p>That the Committee agrees:-</p> <ul style="list-style-type: none"> • The introduction of an Automated Payment System for temporary parking which will be reviewed after one year. • That the service costs for implementing this new payment technology payable to the service provider are paid by the Barbican Estate Office by way of a small service charge for each transaction. • That the Barbican Estate Office reduces the current daily temporary car parking charge for those customers that use this service by £1 (from £9.20 to £8.20) as an incentive to use the service. This charge will be reviewed in line with the Car Park Charging Policy (see Car Park Charging report January/February 2013). 		

Main Report

Background

1. The Barbican Estate Office has been reviewing a number of options for the payment of temporary car parking for residents to replace the current ticketing/invoicing system that has been in place for many years. These options include pay on foot, scratch/markings cards, online pre pay, automatic number plate recognition and a voucher system and are briefly outlined in Appendix 2. During the review these options proved to be either costly and/or still a paper based system.

Current Position

2. The current system for temporary car parking is both bureaucratic and time consuming for both residents and officers as payments are mainly made by cash or cheque with costly individual invoices raised by the Chamberlain's Department.
3. Temporary Car Parking for residents' visitors is free for the first 5 hours. After a visiting car has been parked for a period of 5 hours the Estate Concierge will issue a ticket which then allows that particular car to park for a further 24 hours at a current charge of £9.20. This ticket can be paid either at this stage via the Estate Office or later against an invoice raised by the Chamberlains Department.
4. Invoices are raised on a rolling monthly basis and residents receive an invoice at regular intervals. Currently there is no option for residents to pay in advance for Temporary Car Parking and the Car Park Offices do not have the facilities to accept cash payments.
5. Temporary Car Parking at present generates the following income per annum:-

Year	Ticketed Visitors	Total
2010	8,156	£70,494
2011	7,384	£64,837
2012	7,805	£71,806

The number of visitors into the Barbican Estate Car Parks is shown below. “Ticketed Visitors” are for cars that have been parked for more than 5 hours and “5 Hour Free Visitors” will take advantage of the first 5 hours free temporary car parking. The table below shows that there are approximately 5 visiting cars to each car park per day.

Year	Ticketed Visitors	5 Hour Free Visitors	Total Number of Visitors
2012	7,805	5,507	13,312

Break down of the length of stay for the ticketed visitors:-

One Day	Two Days	Three Day	Four + Days	Total
6678	556	227	344	7,805
85%	7%	4%	4%	100%

Proposal

6. The Barbican Estate Office has been continuing to look for efficiencies in delivering the temporary car parking service. Following a review of all of the options for a prepaid temporary car parking system the best option is an Automated Payment System that was introduced by PayByPhone for the City of London’s on-street parking in November 2011. The key benefits of an Automated Payment System are:

- No cash
- Non paper based system
- No set up costs
- Additional customer benefit/methods of payments
- Numerous payment methods
- Monies paid upfront
- Reduced cost and time raising invoices
- Benefit to the car park account of reduced costs (despite the fees and reduced temporary car parking charges)

7. An Automated Payment System using PayByPhone using local rate numbers provides a customer friendly modern 24/7 system for residents and an alternative to using a ticketing/invoicing system.
8. An outline of the resident experience of paying for temporary parking using an Automated Payment System is detailed in Appendix 1 of this report.
9. Residents will be able to use mobile phone/touch-tone/internet/mobile web technology provided by the Automated Payment System to pay for their parking using Visa and Mastercard, and any UK debit cards. A small fee of 30p will be charged by the service provider for each transaction (but no credit/debit charges) which will be paid for by the Barbican Estate Office as an incentive for residents to use the service, which will be reviewed after one year.
10. In addition residents have the option to receive text messages to confirm the beginning of their parking session and or just a reminder text that is sent out 5-10 minutes before the end of the parking session. Both of these texts are optional and a small fee of 10p will be charged to and payable by residents for each of these services by PayByPhone.
11. The provider, PayByPhone, will ensure that the system is fully client-branded with City of London branding applied to: Intelligent Voice Recognition/touchtone prompts; text messages; e-mail receipts; all approved posters/fliers and marketing materials and customer facing website.
12. The core marketing package provided by PayByPhone includes stickers and approved posters in the car parks. In addition, the launch of the new service will be promoted by mailings to residents and via the City of London website, Barbican Estates newsletter and email broadcast service.
13. Not everyone has a mobile phone or access to the internet and to ensure services are accessible to all, it is proposed at this stage to introduce an Automated Payment System parking as an additional resident benefit, with the existing ticketing/invoicing system being retained for those residents without access to mobile phones or the internet.
14. As an incentive for residents to use the service it is recommended that the Barbican Estate Office reduces the current daily temporary car parking charge for those customers that use this service by £1 (from £9.20 to £8.20). This charge will be reviewed in line with the Car Park Charging Policy (see Car Park Charging report January/February 2013). If this

system receives a 100% up take, then it could result in a potential loss of £7,800, this would have to be met by the Barbican Local Risk Budget.

Enforcement

15. The Estate Concierge (Car Park Attendants) will control the first 5 hours free temporary car parking and the car bay arrangements for visitor parking. Both of these benefits and arrangements remain the same. The Estate Concierge will also continue to control the current ticketing and proposed new Automated Payment Systems.
16. The residents on arrival or on site will contact the Estate Concierge regarding any temporary car parking that they require for themselves or their visitors as per the current arrangements. The Estate Concierge will at this stage inform the residents of the benefits of the new Automated Payment System that could be used after the first 5 hours free parking has expired.
17. After the 5 hour free temporary car parking has expired for the vehicle, if payment has not been received via the Automated Payment System, the Estate Concierge will contact the resident and remind them of the new System. If the resident does not wish to use the Automated Payment System or if the resident has not been able to be contacted, the Estate Concierge will use the current ticketing/invoicing system. There will be no refunds if residents do not park for the full 24 hours charging period.
18. The Estate Concierge will enforce the Automated Payment System by logging into a secure webpage and by checking vehicle registration numbers and a unique parking location number for each car park. The 24 hour parking session is identified by either the unique car park location number or vehicle registration number. When entering a car park location number or the vehicle registration number, all valid and recently expired 24 hour parking sessions are displayed. When the vehicle registration number is entered all locations for the matching vehicle number are shown.
19. The information displayed on the web page typically includes: vehicle registration number, start and expiry time of parking session and amount paid. Valid parking is illustrated in one colour and expired parking in another.
20. If the resident has made a minor error in the registering of their vehicle registration number e.g. transposing a number or letter the Estate Concierge will advise them that they should correct their registration details with PayByPhone.

21. There will be no increase in costs for the Estate Concierge to control the new Automated Payment System as it will be provided using existing resources. Full training will be provided. There will not be a reduction in other services provide by the Estate Concierge due to the new Automated Payment System as there are only approximately 5 visiting cars to each car park per day.

Benefits

22. An Automated Payment System will mean a move to an electronic system and through enforcement by the Estate Concierge will deliver 5 hours of free parking and prepayment for additional hours. It will pass the invoicing and billing responsibility to the contractor.
23. An Automated Payment System will allow residents the option of paying for their parking using debit and credit card payments. It is a quick, easy, secure cashless system and there is no subscription fee or installation costs.
24. Residents can receive text reminders 5-10 minutes before their parking session is about to end, they can also view their parking transactions on line and print out receipts. In addition, residents can add or change their vehicle registration details either on-line, by app/mobile web or by touchtone.
25. An Automated Payment System provides a simple system for residents as they can even sign up anywhere on the day and allows residents to top up their parking sessions without having to return to the car park.
26. The introduction of an Automated Payment System for temporary parking is aimed at providing an additional benefit to residents, but the option of removing the ticketing/invoicing system may be considered in future. If this was the case it could eliminate the old paper process entirely.
27. Back-office systems provided by the Automated Payment System will facilitate effective management of resident transactions, for example, signing up new users, starting transactions, editing user accounts. Information will also be available to help the Estate Concierge, customer support and accounting/reporting functions. Although the service is automated, residents will be given the opportunity to be connected to a call centre (usually a 24/7 service) if they encounter difficulties paying for their parking session or have a question about the service.

28. An Automated Payment System will deliver efficiencies in the back office and make more productive use of the Estate Concierge's time.
29. The Barbican Estate Office will utilise the Automated Payment System for temporary car parking which will be in accordance with the City's Procurement Strategy. The system represents good value as the Barbican Estate Office will benefit from the City's current PayByPhone contract price which terminates in November 2013 with an option to extend for 12 months.
30. The new Automated Payment System has been in place for the City's on street car parking for over 12 months and it has been very successful and now over 50% of all payment transactions for on-street parking are being made using this technology. Other authorities where this service is available are: Barnet, Ealing, Enfield, Islington, Tower Hamlets and Westminster.

Financial and Risk Implications

31. Providers of Automated Payment Systems typically charge a small fee for each transaction; which would be 30p. This may either be charged to the customer or paid by the Barbican Estate Office.
32. It is proposed that the Barbican Estate Office pays for the transaction fees. If all customers take up this service there is a potential cost to the Barbican Local Risk Budget of £2,300.
33. All parking payments are pre-authorized and flow directly from the customers' bank to the merchant account of the service provider and then transferred to the City of London's account.
34. All registration data is entered over secured encrypted channels and fully compliant with PCI DSS (Payment Card Industry Data Standards).
35. The potential loss of income if all customers take up the offer of a reduced charge is £7,800. This would have to be met from the Barbican Local Risk Budget.

Legal Implications

36. The Strategic Procurement Unit has been consulted in the preparation of this report and supports this proposal.

Strategic Implications

37. Automated Payment Systems for parking meets the City's Community Strategy vision; the provision of high quality, cost effective and responsive parking service.

Consultees

39. The Town Clerk, the Chamberlain, the Comptroller & City Solicitor, the City Planning Officer, the Department of Built Environment and Estate Concierge have been consulted in the preparation of this report and their comments are included.

Conclusion

40. An Automated Payment System for temporary car parking will provide an additional benefit to residents. The set up costs of the new system will be largely met by PayByPhone. It can be implemented and operational within one month of initiation.

Background Papers:

Car Park Strategy Working Group report 23 February 2005

Car Park Strategy report 18 July 2005

Car Park Strategy report 1 September 2008

Car Park Strategy report Stage 1 26 January 2009

Car Park Strategy update report 08 June 2009

Car Park Update Report 30 November 2009

Streets and Walkways Committee 21 March 2011

Barbican Estate Car Park Efficiency Strategy Working Party 12 September 2011

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APPENDIX 1

The following steps briefly outline how the Automated Payment System provided by PayByPhone system works:-

1. Registration:

- i. The Resident will need to register for PayByPhone before they can pay for parking. This can be completed in advance or at the same time as their first parking transaction. In order to register the Resident will need to provide an 11 digit phone number; this can be a mobile or a landline, a valid credit or debit card and a vehicle registration number (unless registering using the app/mobile web).
- ii. The Resident can register using the PayByPhone apps, mobile web, website or touchtone telephone service using local rate numbers. The recommended registration and payment method is via mobile app/mobile web or online.

2. App/Mobile Web Registration and Payment:

2.1 App/Mobile Web Registration

- i. The Resident should visit paybyphone.co.uk in their phone's web browser. If the Resident has a Blackberry, iPhone or android device then they will automatically be prompted to download the correct app for their phone or the Resident can choose to continue to the mobile web.
- ii. The Resident will need to select the "sign up now" button at the bottom of the screen.
- iii. The Resident will be promoted to enter the following information:
 - Their country code
 - Their telephone number
 - A numerical PIN
 - Whether they want to stay signed into the PayByPhone system to save time in future visits
 - Their full credit or debit card number and expiry date
 - Once the Resident's details are confirmed, the account is created and the Resident will receive confirmation of their account creation. The resident can now proceed to pay for parking.

2.2 App / Mobile Web Parking

- i. If the Resident has just registered they can continue to pay for parking at the end of registration, alternatively they will need to log on to their account using their phone number and PIN.
- ii. The Resident will need to enter the location number for the car park in which they need to make payment and confirm by selecting next.
- iii. The Resident should select the vehicle that they wish to park, they can select this from a drop down list if the vehicle is already on the account or select “edit vehicles” to add a new registration number.
- iv. The Resident should enter the number of days that they wish to park the vehicle for and select confirm.
- v. The Resident’s requested parking session, including Location, Duration, Vehicle and Cost will be displayed. The resident should enter their CVV2 code (last 3 digits from the back of the card) to confirm parking.
- vi. Confirmation will be given that the parking is successful.

3. Online Registration and Parking

3.1 Online Registration

- i. The Resident can register for parking by visiting the paybyphone.co.uk website and selecting “sign up” in the top right hand corner.
- ii. The Resident will need to complete the simple online form and provide the following information:
 - First Name
 - Last Name
 - County
 - Mobile Phone Number (this can also be a landline)
 - Email Address
 - PIN
 - Credit Card Number and Expiry Date
 - Name on the Card
 - A licence plate
- iii. The resident should select confirm and their registration is complete. The Resident can now proceed to pay for parking (by any method).

3.2 Online Payment

- i. Once Registered the Resident can pay for parking online at paybyphone.co.uk by selecting the “park now” button on the right hand side.
- ii. The Resident will be displayed with a payment portal that mimics the app/mobile web payment facility. The Resident will need to login to their account with their account number (telephone number) and PIN.
- iii. The Resident will need to enter the location number for the car park in which they need to make payment and confirm.
- iv. The Resident should select the vehicle that they wish to park; they can select this from a drop down list if the vehicle is already on the account or select “edit vehicles” to add a new registration number.
- v. The Resident should enter the number of days that they wish to park the vehicle for and select confirm.
- vi. The Resident’s requested parking session, including Location, Duration, Vehicle and Cost will be displayed. The resident should enter their CVV2 code (last 3 digits from the back of the card) to confirm parking.
- vii. Confirmation will be given that the parking is successful.

4. Telephone (via touchtone) Registration and Payment

4.1 Telephone (via touchtone) Registration

- i. The resident will call the PayByPhone automated touchtone service. The telephone number (using local rate numbers) will be advertised in newsletters, marketing communication, online and on signage within the car parks.
- ii. An automated voice message will ask the resident to confirm if this is the first time they are using the service by pressing *.
- iii. The resident will need to select “1” to set up an account for parking
- iv. The resident will be asked to select a 4 digit PIN number.
- v. The resident will be asked to enter their 11 digit credit/debit card number using the keypad of their telephone.
- vi. The resident will be asked to enter the two digit expiry month.

- vii. The resident will be asked to enter the two digit expiry year.
- viii. The resident will be asked to enter the location number, they should enter the location number of the car park they are in.
- ix. The resident will then be transferred to the customer service contact centre where they will be asked to provide a vehicle registration number.
- x. The resident will be asked if they wish to receive reminder texts for an additional 10p per transaction.
- xi. The registration is completed, and the Resident will be transferred to the touchtone service to pay for parking if they wish.

4.2 Telephone (via touchtone) payment

- i. The Resident will either call the automated payment line or will have been transferred by the Contact Centre having completed registration.
- ii. The Resident will be requested to enter the 4 or 5 digit location number. (Each car park will have a unique identification number). This is done using the mobile phone key pad.
- iii. The Resident will receive a voice activated message and asking them to confirm the location/car park number. For example, “you have entered location (number) at location (name of car park). Press 1 to confirm, press 2 for different location.
- iv. The Resident will be asked if they wish to park the last vehicle parked on their account by pressing 1. The resident can choose to park another vehicle on their account by pressing 2 where any other vehicle details on the account will be read out for selection. The resident will also have the option to add a new registration number.
- v. If the Resident wishes to add another registration number they will be asked to enter their PIN and then will be transferred to Customer Services to provide their licence plate. Once provided the Resident will be returned back to the automated service to continue with their transaction.
- vi. Once the Resident has selected the vehicle that they wish to park the Resident will be asked to confirm the duration of their parking (in number of days) followed by the hash key. Again this information is entered using the mobile phone key pad.

- vii. The Resident will receive confirmation of the end time of the parking session and the cost of the parking. If the Resident wishes to proceed they will need to enter the three digit security code (CVV2 code) on the reverse of their registered card (on the signature strip) to confirm the transaction. The resident provides this information using the mobile phone key pad. The three digit security code is only stored for as long as required to authorise the payment and is then deleted.
- viii. The resident is asked to hold for a short while whilst the payment is being authorised.
- ix. A confirmation voice message will indicate whether or not the parking session has been successful.

General Information:

The average transaction time of a parking session for a first time user is 3 minutes, and 40 seconds for an existing user. The telephone number is charged at the local rate and the number used will be a local number.

The customer can view their account at PayByPhone.co.uk at any time where they can;

- Change their vehicle details
- Change their car payment details
- Request free email receipts
- Amend their optional text settings
- View and print receipts.

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Appendix 2

Other prepaid temporary car parking options

Pay on Foot

1. The car park entrance/exit is controlled by card/ticket machines either side of a barrier to which it is linked. When a visitor arrives they can only access the car park by removing a ticket produced from a machine fitted at the side of the driveway. When the visitor is ready to leave they must validate their ticket via a Pay Machine. On approaching the exit the visitor must place the validated ticket into another machine which will raise the barrier/roller shutter to allow them to exit. This option could also be utilized in one car park which could be the one car park that could be used for temporary car parking.

Scratch or Marking Cards

2. Residents purchase a universal Scratch Card with foil scratch sections for the Month, Date, Day, Hour and Minute. These should be scratched as applicable for the arrival date and time. Marking Cards are of a similar layout to the Scratch Card, but the user simply marks a card the relevant sections.

Online Pre-Pay

3. An online system to book car parking via a website and pre-book a parking bay. Users can select their preferred car park and the duration of their stay (multiples of days). Payment is also taken at this point and provides the user with a reference/receipt number and an email with all the booking details. A SMS text reminder of 'bay expiry' can also be sent if requested.

This same system would be available within the car park offices, to receive the pre-booked information and to also accommodate users that have not pre-booked by taking their information and bank card details safely.

ANPR (Automatic Number Plate Recognition)

4. Security Cameras are installed at the car park's entrance/exit. These are then connected to the Estate Office's computers which can verify whether a car is allowed access or not and can be linked into a barrier/roller shutter even if a car park is unmanned. ANPR would acknowledge the car arriving and also when it leaves; if this period warrants a payment then its software can produce an invoice automatically. This option could also be utilized in one car park which could be the one car park that could be used for Temporary Car Parking.

Voucher system

5. Residents would purchase a book of tickets from the Barbican Estate Office and complete the relevant details and display the ticket instead of the Concierge.

Agenda Item 9

Committee(s):	Date(s):	Item
Barbican Residents' Consultation Committee	28 January 2013	
Barbican Residential Committee	11 February 2013	
Subject: Bryer Court Roof Final Apportionment		For Decision by BRC
Report of: Director of Community & Children's Services		Public
<p style="text-align: center;"><u>Summary</u></p> <ol style="list-style-type: none"> 1. This report seeks your Committee's approval to the final apportionment of costs between qualifying Leaseholders and the City of London Corporation (the City) in relation to the roof repairs at Bryer Court. 2. The report provides members with a financial assessment of the repairs carried out from February 2005 to July 2005 to the roof and associated elements at Bryer Court in connection with the formal declaration of structural defects on 27 February 1995 and its implications for sharing of costs in the roof contract. 3. The apportionment of costs is carried out using a template based on the methodology agreed by your Committee on 17 September 2001 and endorsed by the Finance Committee on 24 September 2001. 4. On this basis, the final apportionment of costs for the roofing repairs carried out at Bryer Court is £300,357.28 (74.44%) to the City and £103,151.81 (25.56%) qualifying Long Leaseholders. 5. After taking into account adjustments to these amounts in respect of the City's share as landlord of unsold flats and flats sold since the declaration of structural defects the total amount recoverable from leaseholders is some £130,991.25 <p>Recommendations</p> <ol style="list-style-type: none"> 6. The Barbican Residential Committee is recommended to approve the final apportionment of costs for roofing repairs at Bryer Court being 74.44% to the City and 25.56% to qualifying Long Leaseholders 		

Main Report

Background

7. On 27 February 1995 the Barbican Estate Managing Director declared, on behalf of the City, the existence of structural defects to terrace blocks in relation to elements of the roof design and associated works.
8. Under housing legislation and the terms of the lease, the costs for those aspects of the works to roofs that relate to structural defects are expected to be borne by the City so far as qualifying long leaseholders are concerned.
9. Qualifying long leaseholders are those who purchased their flats before the declaration date of 27 February 1995, or those who bought from such a leaseholder subsequently. Any flats sold by the City after that date are flats where the leaseholder is liable for the full charge, commensurate with the percentage in the lease, of such works.

Current Position

10. The principles for determining the apportionment of costs resulting from structural defects are based on the methodologies agreed for Speed and Willoughby Houses approved by your Committee on the 17 September 2001 and endorsed by the Finance Committee on the 24 September 2001. These principles have been ratified by the Roof Sub Committee of the Barbican Association.
11. In essence the City meets the cost of rectifying structural defects (as far as the qualifying Long Leaseholders are concerned), whilst qualifying Leaseholders pay for the renewal of existing waterproof coverings, health and safety type items, improvements consequent upon new building guidelines, and routine repairs and maintenance which are being undertaken whilst the scaffolding is in place.
12. The principle of the template is based on each item of work being assessed on technical grounds, as a structural defect or not, and an allowance is made, for historic costs. Consequently the percentage of contribution paid by the City for each roof contract will vary depending on the details in each block.
13. To determine the relative contributions it is necessary to carry out a detailed exercise for each block's roof contract, to establish the type of work, the reasons for the work and the costs.

14. A summary of the costs incurred at Bryer Court and the degree to which they are, or are not, considered to relate to a structural defect, is shown in Appendix A. An adjustment has been made for the historic costs of roof maintenance and the template gives a final percentage contribution payable by the City and therefore enables the final calculation for service charge purposes to be made.
15. Your Committee is asked to approve the final cost-apportionment, as outlined in this report, based on the template in Appendix A.
16. Intensive work was carried out into the technical, legal and financial issues surrounding the need to replace roof coverings of terrace blocks on the estate. The formal declaration under housing legislation of structural defects existing in the roofs and associated elements on terrace blocks was made, together with a report on roofs, at your Committee on 27 February 1995. A report outlining the provisional apportionment was accepted by your Committee on 7 March 2005. That report assessed the apportionment as being 70.76% the City and 29.24% qualifying Long Leaseholders.
17. The contract for works at Bryer Court started on 14th February 2005 and was completed on 20th July 2005. The contract was let to Breyer Group Plc for the fixed price of £384,249.00 including contingencies, provisional sums and preliminaries following competitive tender. As with all refurbishment work, the final cost depends to a degree on matters arising during the contract and issues coming to light when the building fabric is opened up.
18. The final account was in the sum of £358,268.81. Added to this final account figure are minor works carried out outside of the main contract of £5,061.45, staff costs of £22,930.47 and consultant's fees of £17,248.36. This gives a total outturn cost for the project of £403,509.09 which forms the basis of the final cost apportionment.

The Apportionment of Costs

19. In order to establish the apportionment of costs for these works, the final account has been laid out in the template format and a copy of this is attached in Appendix A. The work comprises the renewal of the whole of the covering of the main roofs, including the barrels, entrance level and high level walkways. There are alterations to the drainage arrangements, works to the windows and doors, the installation of lightning conductors and provisions made for future maintenance having regard to current health and safety legislation. In addition, other ancillary repairs, such as remedial works to the concrete and redecoration, are also included.

20. The design of the roofs varies from block to block and therefore the extent and type of remedial works also varies. Nevertheless certain items, judged to be structural defects, are appearing across most blocks to date. For example, improvements made to drainage arrangements have been taken wholly as the City's cost.
21. The cost of renewing the existing roof coverings to the main roofs, including the barrels, entrance level walkways and high level walkways has been allocated as a leaseholder costs. At the present time even with modern building materials and techniques, it is not possible to obtain guarantees on roof coverings that stretch beyond twenty-five years. The roof at Bryer Court has been in use since 1972. It is apparent that the roof surface would have to be re-laid at some point after twenty five years, and this cost should be legitimately charged to leaseholders.
22. Several items contained in the provisional apportionment have been reviewed with the roof Sub-Committee and adjusted where appropriate to conform to the agreed principles for determining the apportionment of costs. When the apportionment of the works items is totalled the proportion to be contributed by each party can be expressed as a percentage of the total. It will be seen from Appendix A that, if this report's recommendations are approved, the percentage split of the 'roof works' costs alone are 71.98% to the City and 28.02% to qualifying long leaseholders. The former percentage has been applied in determining the historic costs adjustment.
23. The percentage split for the 'total works', which included items of routine repairs and maintenance, is 68.40% to the City and 31.60% to qualifying long leaseholders. These percentages have been used to apportion the general items such as preliminaries to share the cost of these between City and leaseholders. This exercise is also carried out for staff costs and fees. It should be noted that time spent on the 'apportionment' exercise was recorded separately and specifically within the Estate's timesheet system as a landlord cost.

Historic costs

24. Repair costs relating to this block prior to 1995/96 were not recorded in a manner that enables the cost of roof repairs to be separately identified from other general repairs. Historic costs have, therefore been assessed in a similar manner to that adopted for Willoughby House. The data available on past roofing expenditure on Willoughby House was more comprehensive than is generally available for other blocks on the Estate. Using this data it was possible to estimate that the expenditure on roofs as a proportion of general external repairs was 45.78%. This percentage has therefore been

applied to the known costs for all external repairs between 1988/89 and 1994/1995 on Bryer Court, to which has been added the actual recorded roofing costs from 1995/96 to 1999/2000. The estimated total cost of roofing works based on these calculations is £31,601. Using the percentage from paragraph 22 above (71.98%), the figure attributable to historic repairs in respect of structural defects as the City's contribution to qualifying leaseholders is estimated to be £22,746.29. This sum has been added to the City's costs and deducted from the leaseholders' costs. This brings the percentage split of project costs for Bryer Court to 74.44% City and 25.56% leaseholders.

25. **The split of 74.44% (City) and 25.56% (qualifying leaseholders) is a final apportionment for Bryer Court roof works.**
26. Of the sum attributable to long leaseholders, the City will pay its share of the costs, as usual, for those flats which are still City-owned and are tenanted or vacant awaiting sale. To date, 1 flat is unsold in Bryer Court, 1.77% of the block. Of the 55 flats that have been sold, 50 were sold prior to the declaration of structural defects but prior to the works commencing. The remaining 5 leaseholders will bear their proportion of the full cost of the works.
- 27 The apportionment detailed above and in appendix A has been discussed and agreed with the Barbican Association's Roof Sub Committee

Financial Implications

28. Taking into account the adjustments referred to in paragraph 27 in respect of the City's share as landlord of unsold flats and flats sold since the declaration of structural defects the total amount recoverable from leaseholders is £130,991.25.
29. The difference between the provisional and final apportionments will result in a refund of between approximately £309 and £343 depending on the size of the property. The leaseholders paying the full cost will receive a refund of £289.26. The refunds can be included in the March service charge demand. The total amount recoverable from leaseholders is some £130,991.25 which is £28,133.05 lower than the amount provided for in the City's capital accounts. There will therefore be an additional cost to the City Fund of some £28,133.05 in the 2012/13 financial year in respect of this project
30. The financial effects on leaseholders with and without the Structural Defect (SD) contribution for all flat types in Bryer Court are as follows, based upon the percentages in the lease:

Type	Without SD Contribution	With SD Contribution
F1D	£7,142.11	£1,825.79
F1E	£6,980.71	£1,784.53
P1D	£7,747.37	£1,980.51

Legal Implications

31. The apportionment calculation follows the agreed template and will enable closure of the service charge account in respect of the roofing works in accordance with legislation, the standard lease and the template.

Consultees

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

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Bryer Court Roof Final Apportionment		APPENDIX A		
Bill Item Page No	Comments	Corporation Cost	Long Leaseholder	Total
Works Items				
Apportioned on Structural/ non structural defect basis				
Section 3				
Barrel Vault Roofs				
P2 ITEM A-E	Remove existing roof coverings, flashings and clear from site	3,597.00	0.00	3,597.00
P2 ITEM F	Cut out concrete to side of gutter to form outlet and make good	800.00	0.00	800.00
P2 ITEM G	Clean off walls, m g and prepare to receive epoxy mortar	420.00	0.00	420.00
P2 ITEM H	allow for cleaning out existing outlets to be retained, including making good any defects	50.00	0.00	50.00
P2 ITEM J-L	Prepare surface of existing barrel roofs to receive new coverings including levelling and making good	520.00	0.00	520.00
P2 ITEM M	Bush hammer side of parapets to receive new epoxy mortar	750.00	0.00	750.00
P2 ITEM N, P3 ITEM A-B	break out existing screed to side gutter and relay new screed to falls	1,050.00	0.00	1,050.00
P3 ITEM C-E	Apply specialist screed, 80mm thick	1,200.00	0.00	1,200.00
P3 ITEM F-J	Parevapo SBS' vapour barrier laid on prepared concrete surfaces	2,401.00	0.00	2,401.00
P3 ITEM K-L	Epoxy cement mortar vertically to upstands	1,420.00	0.00	1,420.00
P4 ITEM A-E	Jabroll insulation to barrels, troughs, open side above walkways, forming outlet	4,272.00	0.00	4,272.00
P4 ITEM F-M	specialist coating, triflex membrane to barrels, troughs, open side in parapet wall, vertical surfaces, perimeter upstand	1,021.72	11,438.28	12,460.00
P4 ITEM N	to area previously not covered apply specialist coating, triflex membrane to extra edge detail in forming 1/4 circle	1,200.00	0.00	1,200.00
P4 ITEM P	specialist coating, triflex membrane forming outlets	10.66	119.34	130.00
P4 ITEM Q	Mastic seal and termination bar to top of rendered vertical surfaces	200.00	0.00	200.00
P4 ITEM R	50 x 50 para foam fillet curved to vaulted roof	60.00	0.00	60.00
P4 ITEM S	Colour coated aluminium angle to eyebrow windows	1,200.00	0.00	1,200.00
Staircase roofs				
P5 ITEM A-D	remove existing roof coverings, flashings to main flat roof and clear away	1,400.00	0.00	1,400.00
P5 ITEM E	bush hammer side of parapets to receive new epoxy mortar	400.00	0.00	400.00
P5 ITEM F-G	fix new WBP ply, plugged and screwed to top of concrete upstand	680.00	0.00	680.00
P5 ITEM H	sand/cement mortar infill to vertical chase	160.00	0.00	160.00
P5 ITEM I	epoxy cement mortar	400.00	0.00	400.00
P5 ITEM J-L	siplast primer to general areas, upstands, top parapet wall	94.00	0.00	94.00
P6 ITEM A-E	Composite roof covering comprising Paravent perforated underlay, Paradiene elastomeric underlay, and a waterproof top cap sheet which is charged to leaseholders	1,981.00	849.00	2,830.00
P6 ITEM F	paratrim GRP edge trim profile	400.00	0.00	400.00
Plant room roofs				
P7 ITEM A-E	Remove existing roof coverings, flashings and clear from site	4,026.00	0.00	4,026.00
P7 ITEM F	bush hammer side of parapets to receive new epoxy mortar	1,200.00	0.00	1,200.00
P7 ITEM G-H	fix new WBP ply, plugged and screwed to top of concrete upstand	2,000.00	0.00	2,000.00
P7 ITEM I	sand/cement mortar infill to vertical chase	1,200.00	0.00	1,200.00
P7 ITEM J	epoxy cement mortar to receive skirting detail	1,500.00	0.00	1,500.00
P7 ITEM K-M	siplast primer to general areas,	198.00	0.00	198.00
P8 ITEM A-C	Parevapo SBS' vapour barrier to general areas, upstands, top of parapet wall	3,800.00	0.00	3,800.00
P8 ITEM D-E	Parafoam insulation boards to flat roofs, forming sumps	2,100.00	0.00	2,100.00
P8 ITEM F	protective timber edging mechanically fixed around outlet sumps	80.00	0.00	80.00
P9 ITEM A-F	Composite roof covering comprising Paravent perforated underlay, Paradiene elastomeric underlay, and a waterproof top cap sheet which is charged to leaseholders	3,710.00	1,590.00	5,300.00
P9 ITEM G	Paratrim GRP edge trim profile	1,200.00	0.00	1,200.00
P9 ITEM H-J	Proprietary GRC promenade tiles	3,220.00	0.00	3,220.00
P9 ITEM K-L	new square section galvanised steel free standing edge protection	7,200.00	0.00	7,200.00
Roof Access				

P10	ITEM A-E	Remove existing roof coverings, flashings and clear from site	1,140.00	0.00	1,140.00				
P10	ITEM F	bush hammer side of parapets to receive new epoxy mortar	400.00	0.00	400.00				
P10	ITEM G	sand/cement mortar infill to vertical chase	40.00	0.00	40.00				
P10	ITEM H-J	remove rubbish at top of parapet wall and clean out existing flange	80.00	0.00	80.00				
P10	ITEM K	epoxy mortar vertically	400.00	0.00	400.00				
P10	ITEM L-M	pressed aluminium trim fixed at 300mm centres	560.00	0.00	560.00				
P11	ITEM A-B	apply slip last primer to general areas, upstands	47.00	0.00	47.00				
P11	ITEM C-D	Parevapo SBS's vapour barrier to general areas, upstands	600.00	0.00	600.00				
P11	ITEM E-F	Parafoam insulation boards to flat roofs, forming sumps	920.00	0.00	920.00				
P11	ITEM G	Protective timber edging mechanically fixed around outlet sumps	40.00	0.00	40.00				
P11	ITEM H-N	Composite roof covering comprising Paravent perforated underlay, Paradiene elastomeric underlay, and a waterproof top cap sheet which is charged to leaseholders	906.50	388.50	1,295.00				
P12	ITEM A-B	WBP ply plugged and screwed to top and side of concrete upstand	200.00	0.00	200.00				
P12	ITEM C	paratrim GRP edge trim profile	100.00	0.00	100.00				
P12	ITEM D-E	Proprietary GRC promenade tiles	890.00	0.00	890.00				
High Level Flat Roofs									
P13	ITEM A-F	Remove existing roof coverings, flashings and clear from site	2,260.00	0.00	2,260.00				
P13	ITEM G	sand/cement mortar infill to vertical chase	1,200.00	0.00	1,200.00				
P13	ITEM H-K	prepare surface of high level roof to receive new coverings	920.00	0.00	920.00				
P13	ITEM L-P	specialist triflex membrane coating	300.12	3,359.88	3,660.00				
P14	ITEM A	epoxy mortar vertically	700.00	0.00	700.00				
P14	ITEM B-D	apply slip last primer to general areas, upstands	120.00	0.00	120.00				
P14	ITEM E-F	parvapo SBS' vapour barrier to general areas, upstands	1,200.00	0.00	1,200.00				
P14	ITEM G-H	parafoam insulation boards to flat roofs, forming sumps	840.00	0.00	840.00				
P14	ITEM I	Protective timber edging mechanically fixed around outlet sumps	40.00	0.00	40.00				
P14	ITEM J-M	Composite roof covering comprising Paravent perforated underlay, Paradiene elastomeric underlay, and a waterproof top cap sheet which is charged to leaseholders	1,724.80	739.20	2,464.00				
P15	ITEM A-C	pressed aluminium trim fixed at 300mm centres	1,800.00	0.00	1,800.00				
P15	ITEM D-E	proprietary GRC promenade tiles	2,000.00	0.00	2,000.00				
Small Flat Roofs									
P16	ITEM A-B	Remove existing roof coverings, flashings and clear from site	300.00	0.00	300.00				
P16	ITEM C	sand/cement mortar infill to vertical chase	60.00	0.00	60.00				
P16	ITEM D-F	prepare surface of high level roof to receive new coverings	930.00	0.00	930.00				
P16	ITEM G	epoxy mortar vertically	960.00	0.00	960.00				
P16	ITEM H-J	Slipplast primer to general areas, upstands	58.00	0.00	58.00				
P16	ITEM K-L	parvapo SBS' vapour barrier to general areas, upstands	700.00	0.00	700.00				
P16	ITEM M-N	parafoam insulation boards to flat roof, forming sumps	400.00	0.00	400.00				
P17	ITEM A	protective timber edging mechanically fixed around outlet sumps	100.00	0.00	100.00				
P17	ITEM B-E	Composite roof covering comprising Paravent perforated underlay, Paradiene elastomeric underlay, and a waterproof top cap sheet which is charged to leaseholders	1,260.00	540.00	1,800.00				
P17	ITEM F	paratrim GRP edge trim profile	700.00	0.00	700.00				
Upper Balcony Level 7									
P18	ITEM A-D	remove existing roof coverings, pavings, flashings and clear from site	4,360.00	0.00	4,360.00				
P18	ITEM E	bush hammer side of parapets to receive new epoxy mortar	460.00	0.00	460.00				
P18	ITEM F	fill existing rebate with sand cement render to form smooth face for waterproofing system	100.00	0.00	100.00				
P18	ITEM G	epoxy mortar to vertical surfaces	490.00	0.00	490.00				
P18	ITEM H-K	prepare surfaces to existing walkway roofs to receive new coverings	1,600.00	0.00	1,600.00				
P19	ITEM A-E	Composite roof covering comprising Paravent perforated underlay, Paradiene elastomeric underlay, and a waterproof top cap sheet which is charged to leaseholders	4,165.00	1,785.00	5,950.00				
P19	ITEM F	colour coated pressed metal flashings to primed upstand	1,400.00	0.00	1,400.00				
P19	ITEM G-K	colour coated pressed aluminium flashing to concrete	2,420.00	0.00	2,420.00				
P19	ITEM L	Silver grey coarse textured conservation paving	3,000.00	0.00	3,000.00				
P19	ITEM M	extra over paving for use of larger sized paving	700.00	0.00	700.00				
P20	ITEM A-D	aluminium Neaco Neatdeck grilles	4,375.00	0.00	4,375.00				
P20	ITEM E	hyload damp proof course under drainage grille	600.00	0.00	600.00				

Lower Level 6 Balcony Walkways					
P21 ITEM A-D	remove existing roof coverings, pavings, flashings and clear from site	2,700.00	0.00	2,700.00	
P21 ITEM E	bush hammer side of parapets to receive new epoxy mortar	1,600.00	0.00	1,600.00	
P21 ITEM F	fill existing rebate with sand cement render to form smooth face for waterproofing system	900.00	0.00	900.00	
P21 ITEM G	epoxy mortar to vertical surfaces	1,400.00	0.00	1,400.00	
P21 ITEM H-K	prepare surface of existing walkway roofs to receive new coverings	300.00	0.00	300.00	
P22 ITEM A-E	Composite roof covering comprising Paravent perforated underlay, Paradiene elastomeric underlay, and a waterproof top cap sheet which is charged to leaseholders	5,082.00	2,178.00	7,260.00	
P22 ITEM F	colour coated pressed metal flashings to primed upstand	4,000.00	0.00	4,000.00	
P22 ITEM G-K	colour coated pressed aluminium flashing to concrete	1,100.00	0.00	1,100.00	
P22 ITEM L	silver grey coarse textured conservation paving	4,600.00	0.00	4,600.00	
P22 ITEM M	extra over paving for use of larger sized paving	500.00	0.00	500.00	
P23 ITEM A-D	aluminium Neaco Neatdeck grilles	2,820.00	0.00	2,820.00	
P23 ITEM E	hyload damp proof course under drainage grille	200.00	0.00	200.00	
Works to Windows/Doors/Louvres & Privacy Screens					
P24 ITEM A	Remove existing privacy screens, planters and doors. Store for reuse	900.00	0.00	900.00	
P24 ITEM B	Rub down frames and spot prime	0.00	400.00	400.00	
P24 ITEM C	Refix existing privacy screens	1,080.00	0.00	1,080.00	
P24 ITEM D	Provisional sum for repairs to privacy screens	0.00	3,500.00	3,500.00	
P24 ITEM E-H	Raise thresholds to existing doors and frames to plant rooms, staircase, lift motor room	3,450.00	0.00	3,450.00	
P25 ITEM A-F	supply and fix external quality frame, door, architrave, steel louvre doors and frames	3,987.00	0.00	3,987.00	
P27 ITEM A-C	prepare and decorate new timber surfaces internally	2,505.00	0.00	2,505.00	
P28 ITEM A-F	Take off existing metal work from wall on flat roof, refix on completion of works, prepare and redecorate. (Redecoration is a normal maintenance item chargeable to Leaseholders)	4,720.00	1,180.00	5,900.00	
P28 ITEM G	make complete schedule of existing planters, pots etc prior to commencement of work	0.00	300.00	300.00	
P28 ITEM H	Prepare schedule of condition of all roof areas and internal ceiling areas to flats prior to commencement of works	300.00		300.00	
P29 ITEM C	Remove existing cracked and leaking glazing and install Profilit Profiled Glass System	0.00	28,000.00	28,000.00	
Rainwater Installation					
P31 ITEM A	form opening in concrete parapet wall to receive lead chute	700.00	0.00	700.00	
P31 ITEM B	form lead chute gutter to discharge into hopper	460.00	0.00	460.00	
P31 ITEM C-F	New cast iron rainwater goods	3,600.00	0.00	3,600.00	
P31 ITEM G-N	Remove grating to outlet, clear and flange of all obstructions. Refit grating on completion.	920.00	0.00	920.00	
P32 ITEM A-C	Cut out/break into existing roof slab to expose existing drainage outlet. Disconnect and make good ready to receive new outlet. Install Paraflo refurb drain.	2,700.00	0.00	2,700.00	
P32 ITEM D	Provisional sum for works associated with removing redundant anchor points and making good	360.00	0.00	360.00	
LIGHTNING PROTECTION					
P29 ITEM A-B	Design, supply & install lightning protection system to BS standards plus associated works	0.00	6,500.00	6,500.00	
Additions					
Cl. 2	Works to 6th and 7th floor balcony thresholds	17,612.81	0.00	17,612.81	
Cl 3.1	Store Paving slabs in car park	300.00	0.00	300.00	
Cl 3.2	Provide mats to front doors	75.00	0.00	75.00	
Cl 3.13	Add Triflex to 6Nr Small Roofs	123.00	1,377.00	1,500.00	
Omissions					
Cl 3	Omit Promenade tiles P9 item H-J	-960.00	0.00	-960.00	
Cl 3.3	P9 item K-L - 110m measured all round, only done to front and sides 55m. Saving 55m @ £55	-3,025.00	0.00	-3,025.00	
Cl 3.5	Omit P24 item D Provisional sum for repairs to privacy screens	0.00	-3,500.00	-3,500.00	
Cl 3.13	Omit Downpipes, hoppers & shoes P31 Item C-F	-3,600.00	0.00	-3,600.00	
Cl 3.15	Omit Promenade tiles level 8 roofs (4no.) P15 Item D-E	-2,000.00	0.00	-2,000.00	
Cl 3.17	Omit Neaco grills to upper balcony P 20 item A-E	-4,975.00	0.00	-4,975.00	
	Omit P16-17 works to small roofs now done in Triflex	-5,468.00	-540.00	-6,008.00	

TOTAL ROOF WORK ITEMS		154,654.61	60,204.20	214,858.81				
Percentage		71.98%	28.02%					
NORMAL MAINTENANCE ITEMS ALSO BEING ADDRESSED UNDER THIS CONTRACT								
DECORATIONS								
P26 ITEM A-M	Prepare and decorate all exterior woodwork and metalwork as specified	0.00	11,235.00	11,235.00				
Total Normal Maintenance Items		0.00	11,235.00	11,235.00				
Percentage		0.00%	100.00%					
Total Roof Works and Normal Maintenance Items		154,654.61	71,439.20	226,093.81				
Percentage		68.40%	31.60%					
Preliminaries		88,923.71	41,076.29	130,000.00				
Contingencies / Provisional Items		1,487.76	687.24	2,175.00				
TENDER FIGURE		245,066.08	113,202.73	358,268.81				
Works outside main contract- install electrical meter for contractors services		1,339.45	0.00	1,339.45				
Guttering Repairs		3,722.00	0.00	3,722.00				
Fixed consultant fees		11,798.37	5,449.99	17,248.36				
Staff Costs		15,685.10	7,245.37	22,930.47				
Allowance for historic costs (£31,601)		22,746.28	-22,746.28					
GRAND TOTAL		300,357.28	103,151.81	403,509.09				
		74.44%	25.56%					

Committee(s):	Date(s):	Item
Barbican Residents' Consultation Committee	28 January 2013	
Barbican Residential Committee	11 February 2013	
Subject: Bunyan Court Roof Final Apportionment		For Decision
Report of: Director of Community & Children's Services		Public
<p style="text-align: center;"><u>Summary</u></p> <ol style="list-style-type: none"> 1. This report seeks your Committee's approval to the final apportionment of costs between qualifying Leaseholders and the City of London Corporation (the City) in relation to the roof repairs at Bunyan Court. 2. The report provides members with a financial assessment of the repairs carried out from April 2004 to March 2005 to the roof and associated elements at Bunyan Court in connection with the formal declaration of structural defects on 27 February 1995 and its implications for sharing of costs in the roof contract. 3. The apportionment of costs is carried out using a template based on the methodology agreed by your Committee on 17 September 2001 and endorsed by the Finance Committee on 24 September 2001. 4. On this basis, the final apportionment of costs for the roofing repairs carried out at Bunyan Court is £342,581.05 (71.29%) to the City and £137,943.57 (28.71%) qualifying Long Leaseholders. 5. After taking into account adjustments to these amounts in respect of the City's share as landlord of unsold flats and flats sold since the declaration of structural defects the total amount recoverable from leaseholders is some £118,585.72 <p>Recommendations</p> <ol style="list-style-type: none"> 6. The Barbican Residential Committee is recommended to approve the final apportionment of costs for roofing repairs at Bunyan Court being 71.29% to the City and 28.71% to qualifying Long Leaseholders 		

Main Report

Background

7. On 27 February 1995 the Barbican Estate Managing Director declared, on behalf of the City, the existence of structural defects to terrace blocks in relation to elements of the roof design and associated works.
8. Under housing legislation and the terms of the lease, the costs for those aspects of the works to roofs that relate to structural defects are expected to be borne by the City so far as qualifying long leaseholders are concerned.
9. Qualifying long leaseholders are those who purchased their flats before the declaration date of 27 February 1995, or those who bought from such a leaseholder subsequently. Any flats sold by the City after that date are flats where the leaseholder is liable for the full charge, commensurate with the percentage in the lease, of such works.

Current Position

10. The principles for determining the apportionment of costs resulting from structural defects are based on the methodologies agreed for Speed and Willoughby Houses approved by your Committee on the 17 September 2001 and endorsed by the Finance Committee on the 24 September 2001. These principles have been ratified by the Roof Sub Committee of the Barbican Association.
11. In essence the City meets the cost of rectifying structural defects (as far as the qualifying Long Leaseholders are concerned), whilst qualifying Leaseholders pay for the renewal of existing waterproof coverings, health and safety type items, improvements consequent upon new building guidelines, and routine repairs and maintenance which are being undertaken whilst the scaffolding is in place.
12. The principle of the template is based on each item of work being assessed on technical grounds, as a structural defect or not, and an allowance is made, for historic costs. Consequently the percentage of contribution paid by the City for each roof contract will vary depending on the details in each block.
13. To determine the relative contributions it is necessary to carry out a detailed exercise for each block's roof contract, to establish the type of work, the reasons for the work and the costs.

14. A summary of the costs incurred at Bunyan Court and the degree to which they are, or are not, considered to relate to a structural defect, is shown in Appendix A. An adjustment has been made for the historic costs of roof maintenance and the template gives a final percentage contribution payable by the City and therefore enables the final calculation for service charge purposes to be made.
15. Your Committee is asked to approve the final cost-apportionment, as outlined in this report, based on the template in Appendix A.
16. Intensive work was carried out into the technical, legal and financial issues surrounding the need to replace roof coverings of terrace blocks on the estate. The formal declaration under housing legislation of structural defects existing in the roofs and associated elements on terrace blocks was made, together with a report on roofs, at your Committee on 27 February 1995. A report outlining the provisional apportionment was accepted by your Committee on 19 January 2004. That report assessed the apportionment as being 62.63% the City and 37.37% qualifying Long Leaseholders.
17. The contract for works at Bunyan Court started in April 2004. The contract was let to Gee Construction Ltd for the fixed price of £431,529.60 including contingencies, provisional sums and preliminaries following competitive tender. As with all refurbishment work, the final cost depends to a degree on matters arising during the contract and issues coming to light when the building fabric is opened up.
18. The final account was in the sum of £431,529.60. Added to this final account figure are minor works carried out outside of the main contract of £1,776.34, staff costs of £ 24,289.87 and consultant's fees of £ 22,928.81. This gives a total outturn cost for the project of £480,524.62 which forms the basis of the final cost apportionment.

The Apportionment of Costs

19. In order to establish the apportionment of costs for these works, the final account has been laid out in the template format and a copy of this is attached in Appendix A. The work comprises the renewal of the whole of the covering of the main roofs, including the barrels, entrance level and high level walkways. There are alterations to the drainage arrangements, works to the windows and doors, the installation of lightning conductors and provisions made for future maintenance having regard to current health and safety legislation. In addition, other ancillary repairs, such as remedial works to the concrete and redecoration, are also included.

20. The design of the roofs varies from block to block and therefore the extent and type of remedial works also varies. Nevertheless certain items, judged to be structural defects, are appearing across most blocks to date. For example, improvements made to drainage arrangements have been taken wholly as the City's cost. Another example is the works carried out to the glazed roof over the staircase, the design has been substantially changed to meet the needs of waterproofing and maintenance more adequately. These costs have also been judged to be a structural defect chargeable to the City.
21. The cost of renewing the existing roof coverings to the main roofs, including the barrels, entrance level walkways and high level walkways has been allocated as a leaseholder costs. At the present time even with modern building materials and techniques, it is not possible to obtain guarantees on roof coverings that stretch beyond twenty-five years. The roof at Bunyan Court has been in use since 1972. It is apparent that the roof surface would have to be re-laid at some point after twenty five years, and this cost should be legitimately charged to leaseholders.
22. Several items contained in the provisional apportionment have been reviewed with the roof Sub-Committee and adjusted where appropriate to conform to the agreed principles for determining the apportionment of costs. When the apportionment of the works items are totalled the proportion to be contributed by each party can be expressed as a percentage of the total. It will be seen from Appendix A that, if this report's recommendations are approved, the percentage split of the 'roof works' costs alone are 67.63% to the City and 32.37% to qualifying long leaseholders. The former percentage has been applied in determining the historic costs adjustment.
23. The percentage split for the 'total works', which included items of routine repairs and maintenance, is 63.78% to the City and 36.22% to qualifying long leaseholders. These percentages have been used to apportion the general items such as preliminaries to share the cost of these between City and leaseholders. This exercise is also carried out for staff costs and fees. It should be noted that time spent on the 'apportionment' exercise was recorded separately and specifically within the Estate's timesheet system as a landlord cost.

Historic costs

24. Repair costs relating to this block prior to 1995/96 were not recorded in a manner that enables the cost of roof repairs to be separately identified from other general repairs. Historic costs have, therefore been assessed in a similar manner to that adopted for Willoughby House. The data available on past roofing expenditure on Willoughby House was more comprehensive

than is generally available for other blocks on the Estate. Using this data it was possible to estimate that the expenditure on roofs as a proportion of general external repairs was 45.78%. This percentage has therefore been applied to the known costs for all external repairs between 1988/89 and 1994/1995 on Bunyan Court, to which has been added the actual recorded roofing costs from 1995/96 to 1999/2000. The estimated total cost of roofing works based on these calculations is £52,460.43. Using the percentage from paragraph 23 above (67.63%), the figure attributable to historic repairs in respect of structural defects as the City's contribution to qualifying leaseholders is estimated to be £35,476.57. This sum has been added to the City's costs and deducted from the leaseholders' costs. This brings the percentage split of project costs for Bunyan Court to 71.29% City and 28.71% leaseholders.

25. **The split of 71.29% (City) and 28.71% (qualifying leaseholders) is a final apportionment for Bunyan Court roof works.**
26. Of the sum attributable to long leaseholders, the City will pay its share of the costs, as usual, for those flats which are still City-owned and are tenanted or vacant awaiting sale. To date, 3 flats of the 69 flats Bunyan Court are rented. Of the 66 flats that have been sold, 1 was sold after the completion of works and 7 purchased their flats from the City after the declaration of structural defects and will bear their proportion of the full cost of the works.
- 27 The apportionment detailed above and in appendix A has been discussed and agreed with the Barbican Association's Roof Sub Committee

Financial Implications

28. Taking into account the adjustments referred to in paragraph 26 in respect of the City's share as landlord of unsold flats and flats sold since the declaration of structural defects the total amount recoverable from leaseholders is some £118,585.72
29. The difference between the provisional and final apportionments will result in a refund of between approximately £487 and £902 depending on the size of the property. The refunds can be included in the March service charge demand. The total amount recoverable from leaseholders is some £118,585.72 which is £43,917.75 lower than the amount provided for in the City's capital accounts. There will therefore be an additional cost to the City Fund of some £43,917.75 in the 2012/13 financial year in respect of this project.

30. The financial effects on leaseholders with and without the Structural Defect (SD) contribution for all flat types in Bunyan Court are as follows, based upon the percentages in the lease:

Type	Without SD Contribution	With SD Contribution
F2C	£5,453.95	£1,565.66
F3C	£6,487.08	£1,862.24
M2A	£6,775.40	£1,945.00
M2B	£6,631.24	£1,903.62
M3A	£8,889.71	£2,551.96
M3B	£9,274.13	£2,662.31
M3D	£7,592.29	£2,179.51
M3E	£7,832.55	£2,248.48
M4A	£10,091.02	£2,896.81

Legal Implications

31. The apportionment calculation follows the agreed template and will enable closure of the service charge account in respect of the roofing works in accordance with legislation, the standard lease and the template.

Consultees

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

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Bunyan Court Final Roof Apportionment				
Bill Item Page No	Comments	Corporation Cost	Long Leaseholder	Total
Works Items				
Apportioned on Structural/non structural defect basis				
Section 4				
BARREL VAULTS				
P2 ITEM A-E	Remove existing roof coverings, flashings and clear away	2,830.08	0.00	2,830.08
P2 ITEM F	Cut off concrete to side of trough to form overflow outlet	108.00	0.00	108.00
P2 ITEM G	Clean off walls, m g and prepare to receive epoxy mortar	12.00	0.00	12.00
P2 ITEM H	Prepare vertical surfaces incl removal of existing painted surfaces	2,052.00	0.00	2,052.00
P2 ITEM J-N	Prepare surface of barrel roofs to receive new coverings	1,557.00	0.00	1,557.00
P3 ITEM A-D	apply specialist screed to troughs and open ends	1,009.50	0.00	1,009.50
P3 ITEM E-H	Vapour barrier laid on prepared concrete surface	8,177.00	0.00	8,177.00
P3 ITEM J-Q	Epoxy mortar to upstand & Jabroll Insulation to barrels, troughs, open side above walkways and forming outlet	9,787.00	0.00	9,787.00
P4 ITEM A-F	Specialist triflex membrane coating to barrels, troughs, open side in parapet wall, vertical surfaces	1,979.68	22,162.81	24,142.49
P4 ITEM G-K	Specialist triflex membrane coating to edges of barrels, forming chutes, mastic seal and termination bar to top of rendered surfaces	0.00	0.00	
P4 ITEM L-M	Purpose made colour coated aluminium angle to window	4,794.00	0.00	4,794.00
STAIRCASE ROOF				
P5 ITEM A-E	remove existing roof coverings, flashings and clear away	303.00	0.00	303.00
P5 ITEM F	sand/cement mortar infill to vertical chase	80.00	0.00	80.00
P5 ITEM G	Epoxy mortar to receive skirting detail	80.00	0.00	80.00
P5 ITEM H-K	Parevapo SBS' vapour barrier laid on prepared concrete surface	352.91	0.00	352.91
P5 ITEM L-M	Parafoam standard insulation fully bonded and laid with staggered joints	400.46	0.00	400.46
P6 ITEM A-G	new roof coverings	96.19	1,076.80	1,172.99
LIFT MOTOR ROOM ROOF				
P7 ITEM A-E	remove existing roof coverings, flashings and clear away	298.20	0.00	298.20
P7 ITEM F	sand/cement mortar infill to vertical chase	75.00	0.00	75.00
P7 ITEM G	Epoxy mortar to receive skirting detail	75.00	0.00	75.00
P7 ITEM H-K	Parevapo SBS' vapour barrier laid on prepared concrete surface	359.98	0.00	359.98
P7 ITEM L-M	Parafoam standard insulation fully bonded and laid with staggered joints	430.88	0.00	430.88
P8 ITEM A-G	new roof coverings	105.33	1,179.24	1,284.57
UPPER WALKWAY				
P9 ITEM A-F	remove existing roof coverings, flashings and clear away	3,341.50	0.00	3,341.50
P9 ITEM G	sand/cement mortar infill to vertical chase	1,060.00	0.00	1,060.00
P9 ITEM H-K	prepare existing walkway roofs to receive new coverings	408.00	0.00	408.00
P9 ITEM L	epoxy mortar vertically	637.50	0.00	637.50

P9	ITEM M	specialist triflex membrane coating	3,045.60	0.00	3,045.60
P10	ITEM A-B	pressed aluminium trim	3,655.00	0.00	3,655.00
P10	ITEM C-D	Parevapo SBS' vapour barrier laid on prepared concrete surface	4,103.72	0.00	4,103.72
P10	ITEM E-G	Parafoam standard insulation fully bonded and laid with staggered joints	6,137.32	0.00	6,137.32
P10	ITEM H-P	new roof coverings	1,137.13	12,730.27	13,867.40
P11	ITEM A-B	fillet for internal and external angle	133.50	0.00	133.50
P11	ITEM C	20 x 160mm WBP ply to concrete upstand	147.00	0.00	147.00
P11	ITEM D	GRP edge trim profile	665.70	0.00	665.70
P11	ITEM E-F	50mm course textured conservation pavings	11,172.00	0.00	11,172.00
BALCONIES					
P12	ITEM A	Removal of existing paving	1,088.00	0.00	1,088.00
P12	ITEM B	Removal of existing built up roof covering	1,280.00	0.00	1,280.00
P12	ITEM C	Removal of existing perimeter flashing detail	408.00	0.00	408.00
P12	ITEM D	Removal of rubbish, planter pots, store and reposition on completion	216.00	0.00	216.00
P12	ITEM E	Removal of balconies edge detail, including	186.00	0.00	186.00
P12	ITEM F-G	Sand cement mortar infill	897.00	0.00	897.00
P12	ITEM H-M	Prepare existing surface to receive new roof covering	694.00	0.00	694.00
P12	ITEM N	epoxy mortar to receive skirting detail	680.00	0.00	680.00
P13	ITEM A-B	Parevapo SBS' vapour barrier laid on prepared concrete surface	3,183.20	0.00	3,183.20
P13	ITEM C-E	Parafoam standard insulation fully bonded and laid with staggered joints	4,345.82	0.00	4,345.82
P13	ITEM F-J	new roof coverings	742.85	8,316.35	9,059.20
P13	ITEM K	50mm course textured conservation pavings	6,655.00	0.00	6,655.00
P14	ITEM A	larger sized pavings where required	242.00	0.00	242.00
P14	ITEM B-F	Neaco Neatdeck grilles	717.00	0.00	717.00
P14	ITEM G-J	Purpose colour coated flashing	3,110.00	0.00	3,110.00
P14	ITEM K	balcony railings, Timber kerb to concrete	1,085.00	0.00	1,085.00
P14	ITEM L	balcony railings, edge trim to timber kerb	372.00	0.00	372.00
P14	ITEM M-N	balcony railings, cut and raise existing post and make good	5,310.00	0.00	5,310.00
P15	ITEM A	40mmx40mm angle welded to hangers to form edge to neatdeck	2,000.12	0.00	2,000.12
P15	ITEM B	refurbish existing roof outlets	90.00	0.00	90.00
LOWER LEVEL BALCONY					
P16	ITEM A-F	Removal of existing paving, coverings, rubbish, flashing	4,596.40	0.00	4,596.40
P16	ITEM G	epoxy mortar to vertical surfaces	765.00	0.00	765.00
P16	ITEM H-K	prepare surface to receive new coverings	464.00	0.00	464.00
P17	ITEM A-H	new roof coverings	929.58	10,406.82	11,336.40
P17	ITEM J	colour coated metal flashings to upstand	4,284.00	0.00	4,284.00
P17	ITEM K-N	colour coated pressed aluminium flashing	4,001.50	0.00	4,001.50
P18	ITEM A-B	conservation pavings	6,897.00	0.00	6,897.00
P18	ITEM C-G	Neaco neatdeck grilles	10,524.00	0.00	10,524.00
WORKS TO PRIVACY SCREENS					
P19	ITEM A-C	remove privacy screens, planters, doors and store for reuse	0.00	1,040.00	1,040.00
P19	ITEM D	refix existing privacy screens, planters, doors	0.00	2,470.00	2,470.00
P19	ITEM E	provisional sum for repairs to privacy screens	0.00	3,500.00	3,500.00
RAISING THRESHOLDS DOORS AND FRAMES					
P19	ITEM F	Take out existing doors and frames and mg opening to receive new door	756.00	0.00	756.00
P19	ITEM G	lift carets to flat entrance doors to allow kerbs to be raised	60.00	0.00	60.00
P19	ITEM H	Break out existing cill and prepare surface to receive new	180.00	0.00	180.00

P20 ITEM A	raise level of threshold by casting inset concrete kerb	990.00	0.00	990.00
P20 ITEM B	supply and fit hardwood threshold	252.00	0.00	252.00
P20 ITEM C	supply and fir new hardwood board to inside face of new raised kerb	310.25	0.00	310.25
P20 ITEM D	supply and fit hardwood skirting to inside face of new kerb	255.00	0.00	255.00
P20 ITEM E	external hardwood door frame	2,250.00	0.00	2,250.00
P20 ITEM F	timber flush external door	3,060.00	0.00	3,060.00
P20 ITEM G	3 panel metal door to Firman's requirements	400.00	0.00	400.00
P20 ITEM H	10mm hardwood architrave pinned to ext face of frame	565.50	0.00	565.50
P20 ITEM J	hardwood architrave pinned to frame internally	565.50	0.00	565.50
RAISING CILLS TO HIGH LEVEL WINDOW				
P21 ITEM A	adapt windows to suit new raised cill	4,240.00	0.00	4,240.00
P21 ITEM B	de-glaze, cut out and remove cill from jam	4,240.00	0.00	4,240.00
P21 ITEM C	re-glaze adapted windows	800.00	0.00	800.00
P21 ITEM D	raise level of cill by casting insitu concrete kerb	1,120.00	0.00	1,120.00
P21 ITEM E	hardwood cill to window frame	1,920.00	0.00	1,920.00
P21 ITEM F	hardwood board to inside face of new raised kerb	384.00	0.00	384.00
P21 ITEM G	hardwood window cill to inside face of kerb	558.00	0.00	558.00
P21 ITEM H-J	colour coated pressed aluminium flashing	961.00	0.00	961.00
RENEWAL OF PLANT ROOM DOORS				
P21 ITEM K	Take off doors and frames and make good opening	462.00	0.00	462.00
P21 ITEM L	raise level of threshold by casting insitu concrete kerb	55.00	0.00	55.00
P21 ITEM M	supply and fir new hardwood threshold	154.00	0.00	154.00
P22 ITEM A	external hardwood door	1,375.00	0.00	1,375.00
P22 ITEM B	timber flush external quality door	1,980.00	0.00	1,980.00
SUNDRY REPAIRS				
P24 ITEM A	prepare and paint surfaces to existing ladder access	0.00	1,400.00	1,400.00
P24 ITEM B	adapt access ladder to include new hooped cage	0.00	4,375.00	4,375.00
P24 ITEM C	supply and fit new handrail to parapet wall to roof walkway	0.00	4,730.00	4,730.00
LIGHTNING PROTECTION				
P25 ITEM A	supply and fit temp lightning conductor to all parts of works	0.00	500.00	500.00
P25 ITEM B	supply and fit lightning conductor to full width of building	0.00	4,240.00	4,240.00
RAINWATER INSTALLATION				
P27 ITEM A	form opening in concrete parapet wall	666.00	0.00	666.00
P27 ITEM B	form lead chute	1,080.00	0.00	1,080.00
P27 ITEM C-F	cast iron hopper, down pipes, shoes, bends	2,923.05	0.00	2,923.05
P27 ITEM G-H	installation of paraflow refurbidrain	1,045.00	0.00	1,045.00
P27 ITEM J	hammer two way outlet to higher flat roof	158.46	0.00	158.46
UPPER FLAT ROOF EXPANSION JOINT				
P28 ITEM A	removal of all coverings, flashings	6.00	0.00	6.00
P28 ITEM B	clean out expansion joint and fill with foam	10.00	0.00	10.00

P28 ITEM C	form new concrete kerb	110.00	0.00	110.00
P28 ITEM D	lead cover flashing	70.00	0.00	70.00
P28 ITEM E	raise 100mm diameter svp's	600.00	0.00	600.00
ADDITIONS				
CI 1.1	Over Arup fees	324.34		324.34
CI 2.7	Staircase roof coverings to be laid with normal laps to joint	72.20		72.20
CI 2.8	Upper Walkway. Provide and lay 20mm thick insulation board before laying a general 90mm thickness board as specified	1,305.60		1,305.60
CI 2.13	Install 11nr Bund Outlets sealed to the existing outlets and diagonally across the Balcony to discharge over the parapet	3,588.81		3,588.81
CI 2.14	From Page 14 item M - Raise existing posts, but cut of the glazing and supports from the existing posts and re-weld supports to lift glass by approx 75mm	1,920.00		1,920.00
CI 2.16	Page 19 - Item f. Provide and fix 1.5 pairs of sheradized butt hinges to each door & provide dead locks to match existing for each door.	1,476.00		1,476.00
CI 2.17	Level 6 Louvre doors - Remove doors from frame, raise threshold & supply & fit new cill. Remove Louvre and adjust height to suit new raised door. Refix door and make good	698.00		698.00
CI 4.1	From Page 2 item F - Cut side of gutter to form overflow outlet 150mm wide	176.00		176.00
CI 5.4	Allow for the removal of additional asbestos blocks found under planters	862.50		862.50
V/O 46	Triflex 20 Year Guarantee		2,558.49	2,558.49
V/O 47	Supply and install new timber hardwood steps to faults as required	750.00		750.00
V/O 48	Carry out mastic works to ends of balcony flashings.	375.00		375.00
V/O 50	Supply and install additional layer of support pads to achieve level finish between paving slabs and kerb detail to 7th floor terraces.	713.99		713.99
V/O 52	Lift and relay balcony paving slabs on solid sand cement mortar bedding on a heavy duty polythene slip sheet.	1,358.15		1,358.15
V/O 53	Provide sand and cement mortar packer around the rainwater outlets to accept the Neta deck grilles to the 7th floor balconies	250.13		250.13
V/O 54	Supply and fit 1 nr roof outlet to the higher roof East End.	164.00		164.00
V/O 55	Carrying out additional flashings and termination bars	2,673.50		2,673.50
V/O 56	Provide and install lead collar 250mm diameter sleeve upper walkway roof.	303.60		303.60
V/O 57	Pack void between barrel's V1 & V2 to create a flat area for Triflex coating	110.53		110.53
V/O 58	Following decision to not use two outlets previously cut apply Triflex coating and supply 2 extra lead shutes to barrels V1, V2 & V16	868.96		868.96
V/O 59	Supply and fix 150 x 150mm Triflex fleece to all barrel vault roofs, patched to hide the black felt patches used to fix the lightning conductor tape		1,267.41	1,267.41

V/O 60	Re-painting to the outer handrail to John Trundle and Bunyan as instructed		192.15	192.15
V/O 61	Carry out replastering and making good to the interiors of the flats where new doors fixed in different position as instructed	1,035.31		1,035.31
V/O 63	Carry out re-decoration of Staircase area as instructed		1,934.85	1,934.85
				0.00
				0.00
OMISSIONS				0.00
				0.00
CI 2.15	High Level windows Omit items from page 21 A-G	-13,262.00		-13,262.00
CI 7.2	Rake out and infill chases where directed on site and marked up on record drawings	-1,067.00		-1,067.00
TOTAL ROOF WORK ITEMS		175,630.04	84,080.19	259,710.23
Percentage		67.63%	32.37%	
NORMAL MAINTENANCE ITEMS ALSO BEING ADDRESSED UNDER THIS CONTRACT				
DECORATIONS				
P22 ITEM C-E	apply sikkens novatech system to window and external doors and frames (timber)	0.00	9,920.70	9,920.70
P22 ITEM F-M	apply sikkens novatech system to windows, doors, privacy screens, handrails (metal)	0.00	2,296.30	2,296.30
P23 ITEM A-B	rake out mastic joint and replace to window unit	0.00	1,191.00	1,191.00
P23 ITEM C	rake out mastic joint to expansion joint and replace	0.00	160.00	160.00
P23 ITEM D-F	apply sikkens system to doors, frames and hardwood architrave (external timber)	0.00	1,053.04	1,053.04
P23 ITEM G-J	apply sikkens system to doors, frames and hardwood architrave (external internal)	0.00	1,053.04	1,053.04
Total Normal Maintenance Items		0.00	15,674.08	15,674.08
Percentage		0.00%	100.00%	
Total Roof Works and Normal Maintenance Items		175,630.04	99,754.27	275,384.31
Percentage		63.78%	36.22%	
Preliminaries		101,291.88	57,531.71	158,823.59
Contingencies / Provisional Items		-2,428.40	-1,379.28	-3,807.68
Temporary enabling works		733.43	416.57	1,150.00
arithmetical error (£20.62)		-13.15	-7.47	-20.62
TENDER FIGURE		275,213.79	156,315.81	431,529.60
Works outside main contract- install electrical meter for contractors services		379.51	0.00	379.51
Drainage Works		257.95	0.00	257.95
Eyebolts		1,138.88	0.00	1,138.88
Fixed consultant fees		14,623.16	8,305.65	22,928.81
Staff Costs		15,491.19	8,798.68	24,289.87

Allowance for historic costs (£52460.43)	35,476.57	-35,476.57	
52,460.43			
GRAND TOTAL	342,581.05	137,943.57	480,524.62
	71.29%	28.71%	

Committee(s):	Date(s):	Item
Barbican Residents' Consultation Committee	28 January 2013	
Barbican Residential Committee	11 February 2013	
Subject: John Trundle Court Roof Final Apportionment		For Decision by BRC
Report of: Director of Community & Children's Services		Public
<p><u>Summary</u></p> <ol style="list-style-type: none"> 1. This report seeks your Committee's approval to the final apportionment of costs between qualifying Leaseholders and the City of London Corporation (the City) in relation to the roof repairs at John Trundle Court. 2. The report provides members with a financial assessment of the repairs carried out from April 2004 to March 2005 to the roof and associated elements at John Trundle Court in connection with the formal declaration of structural defects on 27 February 1995 and its implications for sharing of costs in the roof contract. 3. The apportionment of costs is carried out using a template based on the methodology agreed by your Committee on 17 September 2001 and endorsed by the Finance Committee on 24 September 2001. 4. On this basis, the final apportionment of costs for the roofing repairs carried out at John Trundle Court is £358,629.79 (70.77%) to the City and £148,095.61 (29.23%) qualifying Long Leaseholders. 5. After taking into account adjustments to these amounts in respect of the City's share as landlord of unsold flats and flats sold since the declaration of structural defects the total amount recoverable from leaseholders is some £157,519.12 		

Recommendations

6. The Barbican Residential Committee is recommended to approve the final apportionment of costs for roofing repairs at John Trundle Court being 70.77% to the City and 29.23% to qualifying Long Leaseholders.

Main Report

Background

7. On 27 February 1995 the Barbican Estate Managing Director declared, on behalf of the City, the existence of structural defects to terrace blocks in relation to elements of the roof design and associated works.
8. Under housing legislation and the terms of the lease, the costs for those aspects of the works to roofs that relate to structural defects are expected to be borne by the City so far as qualifying long leaseholders are concerned.
9. Qualifying long leaseholders are those who purchased their flats before the declaration date of 27 February 1995, or those who bought from such a leaseholder subsequently. Any flats sold by the City after that date are flats where the leaseholder is liable for the full charge, commensurate with the percentage in the lease, of such works.

Current Position

10. The principles for determining the apportionment of costs resulting from structural defects are based on the methodologies agreed for Speed and Willoughby Houses approved by your Committee on the 17 September 2001 and endorsed by the Finance Committee on the 24 September 2001. These principles have been ratified by the Roof Sub Committee of the Barbican Association.
11. In essence the City meets the cost of rectifying structural defects (as far as the qualifying Long Leaseholders are concerned), whilst qualifying Leaseholders pay for the renewal of existing waterproof coverings, health and safety type items, improvements consequent upon new building

guidelines, and routine repairs and maintenance which are being undertaken whilst the scaffolding is in place.

12. The principle of the template is based on each item of work being assessed on technical grounds, as a structural defect or not, and an allowance is made, for historic costs. Consequently the percentage of contribution paid by the City for each roof contract will vary depending on the details in each block.
13. To determine the relative contributions it is necessary to carry out a detailed exercise for each block's roof contract, to establish the type of work, the reasons for the work and the costs.
14. A summary of the costs incurred at John Trundle Court and the degree to which they are, or are not, considered to relate to a structural defect, is shown in Appendix A. An adjustment has been made for the historic costs of roof maintenance and the template gives a final percentage contribution payable by the City and therefore enables the final calculation for service charge purposes to be made.
15. Your Committee is asked to approve the final cost-apportionment, as outlined in this report, based on the template in Appendix A.
16. Intensive work was carried out into the technical, legal and financial issues surrounding the need to replace roof coverings of terrace blocks on the estate. The formal declaration under housing legislation of structural defects existing in the roofs and associated elements on terrace blocks was made, together with a report on roofs, at your Committee on 27 February 1995. A report outlining the provisional apportionment was accepted by your Committee on 19 January 2004. That report assessed the apportionment as being 66.82% the City and 33.18% qualifying Long Leaseholders.
17. The contract for works at John Trundle Court started in April 2004. The contract was let to Gee Construction Limited for the fixed price of £454,488.62.11 including contingencies, provisional sums and preliminaries following competitive tender. As with all refurbishment work, the final cost depends to a degree on matters arising during the contract and issues coming to light when the building fabric is opened up.
18. The final account was in the sum of £455,052.62. Added to this final account figure are minor works carried out outside of the main contract of £1,873.42, staff costs of £25,617.41 and consultant's fees of £24,181.95. This gives a total outturn cost for the project of £506,725.40 which forms the basis of the final cost apportionment.

The Apportionment of Costs

19. In order to establish the apportionment of costs for these works, the final account has been laid out in the template format and a copy of this is attached in Appendix A. The work comprises the renewal of the whole of the covering of the main roofs, including the barrels, entrance level and high level walkways. There are alterations to the drainage arrangements, works to the windows and doors, the installation of lightning conductors and provisions made for future maintenance having regard to current health and safety legislation. In addition, other ancillary repairs, such as remedial works to the concrete and redecoration, are also included.
20. The design of the roofs varies from block to block and therefore the extent and type of remedial works also varies. Nevertheless certain items, judged to be structural defects, are appearing across most blocks to date. For example, improvements made to drainage arrangements have been taken wholly as the City's cost. Another example is the works carried out to the glazed roof over the staircase, the design has been substantially changed to meet the needs of waterproofing and maintenance more adequately. These costs have also been judged to be a structural defect chargeable to the City.
21. The cost of renewing the existing roof coverings to the main roofs, including the barrels, entrance level walkways and high level walkways has been allocated as a leaseholder costs. At the present time even with modern building materials and techniques, it is not possible to obtain guarantees on roof coverings that stretch beyond twenty-five years. The roof at John Trundle Court has been in use since 1972. It is apparent that the roof surface would have to be re-laid at some point after twenty five years, and this cost should be legitimately charged to leaseholders.
22. Several items contained in the provisional apportionment have been reviewed with the roof Sub-Committee and adjusted where appropriate to conform to the agreed principles for determining the apportionment of costs. When the apportionment of the works items are totalled the proportion to be contributed by each party can be expressed as a percentage of the total. It will be seen from Appendix A that, if this report's recommendations are approved, the percentage split of the 'roof works' costs alone are 66.25% to the City and 33.75% to qualifying long leaseholders. The former percentage has been applied in determining the historic costs adjustment.

23. The percentage split for the 'total works', which included items of routine repairs and maintenance, is 63.18% to the City and 36.82% to qualifying long leaseholders. These percentages have been used to apportion the general items such as preliminaries to share the cost of these between City and leaseholders. This exercise is also carried out for staff costs and fees. It should be noted that time spent on the 'apportionment' exercise was recorded separately and specifically within the Estate's timesheet system as a landlord cost.

Historic costs

24. Repair costs relating to this block prior to 1995/96 were not recorded in a manner that enables the cost of roof repairs to be separately identified from other general repairs. Historic costs have, therefore been assessed in a similar manner to that adopted for Willoughby House. The data available on past roofing expenditure on Willoughby House was more comprehensive than is generally available for other blocks on the Estate. Using this data it was possible to estimate that the expenditure on roofs as a proportion of general external repairs was 45.78%. This percentage has therefore been applied to the known costs for all external repairs between 1988/89 and 1994/1995 on John Trundle Court, to which has been added the actual recorded roofing costs from 1995/96 to 1999/2000. The estimated total cost of roofing works based on these calculations is £57,050.02. Using the percentage from paragraph 23 above (63.18%), the figure attributable to historic repairs in respect of structural defects as the City's contribution to qualifying leaseholders is estimated to be £37,794.01. This sum has been added to the City's costs and deducted from the leaseholders' costs. This brings the percentage split of project costs for John Trundle Court to 70.77% City and 29.23% leaseholders.

25. The split of 70.77% (City) and 29.23% (qualifying leaseholders) is a final apportionment for John Trundle Court roof works.

26. Of the sum attributable to long leaseholders, the City will pay its share of the costs, as usual, for those flats which are still City-owned and are tenanted or vacant awaiting sale. To date, 2 flats are unsold in John Trundle Court, 1.46% of the block. Of the 131 flats that have been sold, 128 were sold prior to the declaration of structural defects and the three other sales were completed after the declaration of structural defects but prior to the works commencing. The three leaseholders of these properties will bear their proportion of the full cost of the works.

27 The apportionment detailed above and in appendix A has been discussed and agreed with the Barbican Association's Roof Sub Committee

Financial Implications

28. Taking into account the adjustments referred to in paragraph 27 in respect of the City's share as landlord of unsold flats and flats sold since the declaration of structural defects the total amount recoverable from leaseholders is some £157,319.12.

29. The difference between the provisional and final apportionments will result in a refund of between approximately £105 and £215 depending on the size of the property. The refunds can be included in the March service charge demand. The total amount recoverable from leaseholders is some £157,319.22 which is £52,811.83 lower than the amount provided for in the City's capital accounts. There will therefore be an additional cost to the City Fund of some £52,811.83 in the 2012/13 financial year in respect of this project

30. The financial effects on leaseholders with and without the Structural Defect (SD) contribution for all flat types in John Trundle Court are as follows, based upon the percentages in the lease:

Type	Without SD Contribution	With SD Contribution
F1A	£3,040.35	£888.57
F2A	£3,699.10	£1,081.10
F2B	£3,699.10	£1,081.10
P2A	£6,182.05	£1,806.77
P2B	£6,232.72	£1,821.58

Legal Implications

31. The apportionment calculation follows the agreed template and will enable closure of the service charge account in respect of the roofing works in accordance with legislation, the standard lease and the template.

Consultees

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

Conclusion

33. Subject to your approval of the recommendation set out at paragraph 6 the final apportionment of costs will be 70.77% (City) and 29.23% (qualifying leaseholders) for the roof works at John Trundle Court.

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John Trundle Court Final Roof Apportionment				
Bill Item Page No	Comments	Corporation Cost	Long Leaseholder	Total
Works Items				
Apportioned on Structural/ non structural defect basis				
Section 3				
BARREL VAULTS				
P2 ITEM A-D	Remove existing roof coverings, flashings and clear away	2,519.20	0.00	2,519.20
P2 ITEM E	Cut off concrete to side of gutter to form overflow outlet	704.00	0.00	704.00
P2 ITEM F	Clean off walls, m g and prepare to receive epoxy mortar	73.00	0.00	73.00
P2 ITEM G-K	Prepare surface of existing barrel roofs to receive new coverings	1,457.95	0.00	1,457.95
P2 ITEM L-M	80mm thick specialist screed	2,421.00	0.00	2,421.00
P3 ITEM A-E	concrete surface & epoxy mortar to edge barrel vaults	9,903.00	0.00	9,903.00
P3 ITEM F-J	Jabroll Insulation to barrels, troughs, open side above walkways and forming outlet	6,808.00	0.00	6,808.00
P3 ITEM K-P	Specialist triflex membrane coating to barrels, troughs, open side in parapet wall, vertical surfaces	1,691.25	18,933.75	20,625.00
P4 ITEM A-D	Specialist triflex membrane coating to side troughs, edge details, mastic seal and termination bar, parafoam fillet curved to vaulted roof	214.13	2,397.18	2,611.31
P4 ITEM E	Purpose made colour coated aluminium angle to window	3,431.00	0.00	3,431.00
HIGHER LEVEL ROOF				
P4 ITEM F-K	remove existing roof coverings, flashings and clear away	2,859.45	0.00	2,859.45
P4 ITEM L-M	sand/cement mortar infill to vertical chas	821.50	0.00	821.50
P5 ITEM A-C	Prepare existing surface to receive new coverings	418.50	0.00	418.50
P5 ITEM D-G	specialist triflex membrane coating to parapet walls	3,404.39	0.00	3,404.39
P5 ITEM H-K	Pressed aluminium trim fixed at 300mm centres	48.00	0.00	48.00
P5 ITEM L	Epoxy mortar vertically, 25mm thick	380.00	0.00	380.00
P5 ITEM M-N	Parevapo SBS' vapour barrier laid on prepared concrete surface	2,926.09	0.00	2,926.09
P6 ITEM A-C	Parafoam standard insulation fully bonded and laid with staggered joints	4,286.04	0.00	4,286.04
P6 ITEM D-H	new roof coverings	694.46	7,774.54	8,469.00
P6 ITEM J-K	pressed aluminium trim plugged and screws to concrete/render surface	3,378.50	0.00	3,378.50
SMALLER LOWER LEVEL ROOFS				
P7 ITEM A	Removal of existing paving	149.60	0.00	149.60
P7 ITEM B	Removal of built up roof covering	176.00	0.00	176.00
P7 ITEM C	Removal of existing perimeter flashing detail to walls	120.00	0.00	120.00
P7 ITEM D	Removal of rubbish, planter pots, store	150.00	0.00	150.00
P7 ITEM E	Removal of balconies edge detail, including all trims, timber	15.00	0.00	15.00
P7 ITEM F-G	Sand cement mortar infill	217.50	0.00	217.50
P7 ITEM H-M	Prepare existing surface to receive new roof covering	152.00	0.00	152.00
P7 ITEM N	Epoxy mortar to receive skirting detail	200.00	0.00	200.00
P8 ITEM A-E	new roof coverings	166.46	1,863.54	2,030.00
P8 ITEM F-G	Course textured conservation pavings	1,102.00	0.00	1,102.00
P8 ITEM H - L	Neaco Neatdeck grilles	323.00	0.00	323.00
P8 ITEM M-P	Purpose colour coated flashing	880.00	0.00	880.00
LARGER LOWER LEVEL ROOF				
P9 ITEM A	Removal of existing paving	945.20	0.00	945.20

P9	ITEM B	Removal of existing built up roof covering	1,112.00	0.00	1,112.00
P9	ITEM C	Removal of existing perimeter flashing detail	336.00	0.00	336.00
P9	ITEM D	Removal of 'balcony edge detail'	93.00	0.00	93.00
P9	ITEM E	Removal of rubbish, planter pots, store and reposition on completion	216.00	0.00	216.00
P9	ITEM F	Bush hammer sides of walls to receive new epoxy mortar	119.00	0.00	119.00
P9	ITEM G-H	Sand cement mortar infill to chase	448.50	0.00	448.50
P9	ITEM J	Epoxy mortar to receive skirting detail	340.00	0.00	340.00
P9	ITEM K - N	Prepare existing surface to receive new roof covering	282.00	0.00	282.00
P10	ITEM A - B	Parevapo SBS vapour barrier to general areas and upstands	2,737.73	0.00	2,737.73
P10	ITEM C - E	Parafoam urethane boards	4,045.40	0.00	4,045.40
P10	ITEM F - L	New roof coverings	619.76	6,938.29	7,558.05
P10	ITEM M	50mm course textured conservation pavings	6,875.00	0.00	6,875.00
P11	ITEM A	larger sized paving	250.00	0.00	250.00
P11	ITEM B	cutting and making good around railing posts	100.00	0.00	100.00
P11	ITEM C - F	aluminium Neaco Neatdeck open slotted grille	1,017.00	0.00	1,017.00
P11	ITEM G - J	colour coated flashing, plugged and screwed to concrete	2,600.00	0.00	2,600.00
P11	ITEM K	balcony edge railings - timber kerb	232.50	0.00	232.50
P11	ITEM L	balcony edge railings - edge trim	186.00	0.00	186.00
P12	ITEM A	balcony edge railings - extend post, add welded skirt	1,560.00	0.00	1,560.00
P12	ITEM B	balcony edge railings - replacement fixings and making good	1,395.00	0.00	1,395.00
P12	ITEM C	balcony edge railings - angle welded to hangers	1,000.06	0.00	1,000.06
			0.00	0.00	
MAIN FLAT ROOF			0.00	0.00	
P12	ITEM D - H	remove existing roof coverings and clear away	3,597.25	0.00	3,597.25
P12	ITEM J	sand/cement mortar infill to vertical chase	875.00	0.00	875.00
P12	ITEM K	epoxy mortar to receive skirting detail	875.00	0.00	875.00
P13	ITEM A - C	Parevapo SBS vapour barrier	6,395.61	0.00	6,395.61
P13	ITEM D - F	Parafoam standard urethane boards	9,909.66	0.00	9,909.66
P13	ITEM G - P	new roof coverings	1,695.32	18,979.33	20,674.65
P14	ITEM A - B	Galvanised steel free standing edge protection	6,850.00	0.00	6,850.00
ENTRANCE LEVEL WALKWAY					
P14	ITEM C	removal of existing paving	1,060.80	0.00	1,060.80
P14	ITEM D	removal of existing roof coverings	1,248.00	0.00	1,248.00
P14	ITEM E	removal of coverings to parapet wall	600.00	0.00	600.00
P14	ITEM F	removal of coverings to external face of entrance screen	360.00	0.00	360.00
P14	ITEM G	prepare surface to wall to receive waterproof membrane	2,580.00	0.00	2,580.00
P14	ITEM J	fill rebate with sand cement render to form smooth face for waterproofing system	840.00	0.00	840.00
P15	ITEM A - C	Prepare surface existing walkway roofs to receive new coverings	474.00	0.00	474.00
P15	ITEM D - M	New roof coverings	855.37	9,576.03	10,431.40
P15	ITEM N	colour coated pressed metal flashings	5,040.00	0.00	5,040.00
P16	ITEM A - D	colour coated pressed aluminium flashing plugged and screwed to concrete/screen	4,176.00	0.00	4,176.00
P16	ITEM E - F	Course textured conservation pavings	7,239.00	0.00	7,239.00
P16	ITEM G	removal of existing expansion joint filler	30.00	0.00	30.00
P16	ITEM H - L	Neaco Neatdeck grilles	9,668.00	0.00	9,668.00
P16	ITEM N	hyload damp proof course under drainage grille	1,440.00	0.00	1,440.00
			0.00	0.00	
SERVICE CUPBOARD FLAT ROOFS			0.00	0.00	

P17 ITEM E - F	Remove existing roof coverings and remove from site	282.60	0.00	282.60
P17 ITEM G	removal of rubbish, planter pots (return after completion)	72.00	0.00	72.00
P17 ITEM H	Bush hammer sides of concrete walls to receive new epoxy mortar	49.00	0.00	49.00
P17 ITEM J	apply epoxy mortar	140.00	0.00	140.00
P17 ITEM K - M	prepare roof surface to receive new coverings	111.00	0.00	111.00
P18 ITEM A - C	Parevapo SBS vapour barrier laid on concrete surface	741.82	0.00	741.82
P18 ITEM D - J	Lay new roof coverings	230.35	2,578.83	2,809.18
WINDOWS/LOUVRES				
P19 ITEM A	remove privacy screens, planters, doors - store for re-use	0.00	800.00	800.00
P19 ITEM B	Rub down frames and spot prime	0.00	160.00	160.00
P19 ITEM C	Re-fix privacy screens, doors and planters	0.00	1,700.00	1,700.00
THRESHOLDS TO DOORS AND FRAMES				
P20 ITEM E - J, P21 ITEM A-G	Raise thresholds to doors and frames	15,633.00	0.00	15,633.00
P21 ITEM J - L	Apply sikkens system to new timber surfaces externally	1,961.96	0.00	1,961.96
P22 ITEM A - C	Apply sikkens system to new timber surfaces internally	1,961.96	0.00	1,961.96
P23 ITEM A	prepare and paint surfaces to existing ladder access	900.00	0.00	900.00
P23 ITEM B	prepare and paint surfaces to roof safety rail	600.00	0.00	600.00
P24 ITEM A - B	installation of lightning conductors	0.00	4,740.00	4,740.00
RAINWATER INSTALLATION				
P25 ITEM H	form opening in concrete parapet wall	1,184.00	0.00	1,184.00
P25 ITEM J	form lead chute	1,280.00	0.00	1,280.00
P26 ITEM A - D	cast iron hopper, down pipes, shoes, bends	5,309.12	0.00	5,309.12
P26 ITEM E - J	remove grating to outlet clear out and refit	473.00	0.00	473.00
P26 ITEM K	remove existing flat roof drainage outlet and leave area ready to receive new outlet	650.00	0.00	650.00
UPPER FLAT ROOF EXPANSION JOINT				
P27 ITEM B	remove all coverings and flashings ready to receive new concrete upstand	48.00	0.00	48.00
P27 ITEM C	clean out expansion joint and fill with foam up to top of new kerb	80.00	0.00	80.00
P27 ITEM D	form new concrete kerb	880.00	0.00	880.00
P27 ITEM E	lead cover flashings	560.00	0.00	560.00
ADDITIONS				
CI 1.1	Over Arup fees	324.34		324.34
CI 2.13	Install 11nr Bund Outlets sealed to the existing outlets and diagonally across the Balcony to discharge over the parapet	3,588.82		3,588.82
CI 2.17	Level 6 Louvre doors - Remove doors from frame, raise threshold & supply & fit new cill. Remove Louvre and adjust height to suit new raised door. Refix door and make good	698.00		698.00
CI 4.1	From Page 2 item E - Cut side of gutter to form overflow outlet 150mm wide	176.00		176.00
CI 4.7	Supply and lay 4 No. Promenade tiles laid in hot bitumen to top access ladder to main roof.	450.80		450.80

Total Roof Works and Normal Maintenance Items		187,370.44	109,198.52	296,568.96
Percentage		63.18%	36.82%	
Preliminaries		100,343.77	58,479.83	158,823.60
Contingencies / Provisional Items		-908.72	-529.60	-1,438.32
temp enabling works		726.56	423.44	1,150.00
arithmetical error (£51.62)		-32.61	-19.01	-51.62
TENDER FIGURE		287,499.44	167,553.18	455,052.62
Works outside main contract- install electrical meter for contractors services		400.25	0.00	400.25
Drainage Works		272.05	0.00	272.05
Eyebolts		1,201.12	0.00	1,201.12
Fixed consultant fees		15,278.01	8,903.94	24,181.95
Staff Costs		16,184.92	9,432.49	25,617.41
Allowance for historic costs (£57050.02)		37,794.01	-37,794.01	
57,050.02				0.00
GRAND TOTAL		358,629.79	148,095.61	506,725.40
		70.77%	29.23%	

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