



Barbican Estate Residents Consultation Committee

Date: MONDAY, 3 JUNE 2013

Time: 6.30 pm

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

Members:

Tim Macer - Willoughby House (Chairman)	John Tomlinson - Cromwell Tower House Group
Randall Anderson - Shakespeare Tower House Group (Deputy Chairman)	Mary Hickman - Andrewes House Group
Robert Barker - Lauderdale House Group	Fiona Lean - Ben Jonson House
Mary Bonar - Wallside	Tim Macer - Willoughby House (Chairman)
Mark Bostock - Frobisher Crescent	Professor Chris Mounsey - Breton House
Matt Collins - Defoe House	Philip Sharples - Thomas Moore House Group
Dr Gianetta Corley	Jane Smith - Barbican Association
Martin Day	John Taysum - Bryer Court House
David Graves - Seddon House Group	Janet Wells - John Trundle House Group
Gordon Griffiths - Bunyan Court House Group	
Helen Wilkinson - Speed House Group	

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AGENDA

1. **APOLOGIES**

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

3. **MINUTES**

To agree the Minutes of the RCC Meeting held on 28 January 2013
To agree the Minutes of the AGM held on 15 April 2013

For Decision
(Pages 1 - 20)

4. **UPDATE REPORT**

Report of the Director of Community and Children's Services

For information
(Pages 21 - 44)

5. **MINUTES FROM THE MEETING TO DISCUSS THE CONCRETE REPAIRS**

Minutes of the Meeting held on 30 April 2013

For information
(Pages 45 - 50)

6. **SLA REVIEW JANUARY 2013 - MARCH 2013**

Report of the Director of Community and Children's Services

For information
(Pages 51 - 58)

7. **EXTENSION OF WINDOW CLEANING CONTRACT**

Report of the Director of Community and Children's Services

For information
(Pages 59 - 62)

8. **BAGGAGE STORES/RELOCATION OF STAFF**

Report of the Director of Community and Children's Services

For information
(Pages 63 - 70)

9. **SALES REPORT**

Director of Community and Children's Services

For information
(Pages 71 - 76)

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

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

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BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Monday, 28 January 2013

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

Present

Members:

Randall Anderson - Shakespeare House Group (Chairman)

Tim Macer - Willoughby House Group (Deputy Chairman)

Robert Barker - Lauderdale House Group

Mark Bostock - Frobisher Crescent

Matt Collins - Defoe House Group

Gordon Griffiths - Bunyan Court House Group

Helen Wilkinson - Speed House Group

John Tomlinson - Cromwell Tower House Group

Mary Hickman - Andrewes House Group

Patric Morley - Mountjoy House Group

Prof. C Mounsey - Breton House Group

Philip Sharples - Thomas More House Group

John Taysum - Bryer Court House Group

Janet Wells - John Trundle House Group

Jane Smith – Barbican Association

In attendance:

Mr G Moore – Deputy Chairman, Barbican Residential Committee

Officers:

Jacquie Campbell

- Community and Children's Services

Anne Mason

- Community and Children's Services

Helen Davinson

- Community and Children's Services

Michael Bennett

- Community and Children's Services

Eddie Stevens

- Community and Children's Services

Karen Tarbox

- Community and Children's Services

Barry Ashton

- Community and Children's Services

Mike Saunders

Julie Mayer

- Town Clerk's

George Stilgoe

- City Surveyors'

1. APOLOGIES

Apologies were received from David Graves, Fiona Lean and Francis Pugh (who was represented by Gianetta Corley).

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

There were no declarations.

3. **MINUTES**

The Minutes of the Barbican Residential Committee of 26 November 2012 were agreed.

Matters Arising

Residents noted that, as requested at the last meeting, a representative from the City Surveyor's Department was present.

4. **UPDATE REPORT**

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

Baggage and Bicycle Stores

A resident suggested that, as Andrewes Car Park had a lot of vacant spaces, it might be a suitable venue for baggage stores. Members were advised that officers had looked at waiting lists and demand before submitting a proposal to the City's Corporate Projects Board. This had subsequently been approved and would be presented to the Projects Sub Committee on 12 February 2013. Members noted that, whilst Andrewes Car Park had not been included this time, demand and waiting lists would be reviewed after a year. The RCC would receive an update on baggage storage at their next meeting, following the Projects Sub Committee on 12 February. The Chairman welcomed this as it would be helpful for residents to understand why particular locations had been chosen.

In respect of bicycle lockers, Members noted that as the payback for this project would be more than 5 years, it fell outside the City's criteria. Therefore, alternative funding streams and methods of bicycle storage were being investigated. Members noted that Transport for London had recently agreed to fund security hoops, which would be installed shortly.

Insurance Meeting with Chamberlain's Department

Dates in February have been proposed, subject to confirmation.

Street lighting near Breton House

Residents felt this was extremely bright and asked if it could be dimmed as it flooded some bedrooms. The Estate Office Manager advised that his team met regularly with officers from the Built Environment and Highways and would investigate.

Seating – Ben Jonson and Gilbert House

Some residents felt that the light coloured timber on the street furniture on Ben Jonson walkway had been a poor choice. The residents of Gilbert House had stressed throughout the consultation process that they did not want additional seating. Representatives from Gilbert House Group had valued a productive meeting with the Assistant Director for the Built Environment the previous week (25 February 2013) and raised these and other concerns, which would also be followed up by the Manager of the Barbican Estate Office.

Beech Street Tunnel

Members asked for an early meeting with the Assistant Director for the Built Environment in respect of the options for enhancements to Beech Street tunnel and the impact on Defoe House and Shakespeare Tower.

Concrete Works

The Housing Services Director had received a number of letters from leaseholders in low rise blocks, asking if works could be deferred until the wider concrete issues had been resolved. Members noted that they would receive a response later this week. Furthermore, the BA has raised a number of questions, which would also be responded to and, further to this; the Chairmen of the Barbican Association (BA), Residents Consultation Committee (RCC) and Barbican Residential Committee (BRC) would meet. The outcome of this meeting would inform a final report to the BRC in June 2013.

The Chairman suggested that Estate Office communicated with House Group representatives regarding the specification and works before tenders were sought, as this approach had worked very well with the recent redecorations.

In respect of those residents who might be experiencing hardship, deferred payment terms were available and residents would be reminded of this concession when the estimates were sent out.

There was some concern expressed about the appearance of rust on some of the earlier repairs to the tower blocks. The Director assured residents that there had been some discolouration but it was not rust. Members noted that officers would be meeting with English Heritage on 8th February. Members also asked if an update could be circulated. In concluding, the Chairman asked officers to be mindful of wear and tear on the longer-term aesthetics of the buildings.

Sunday Parking at St Giles' Terrace

Residents were concerned that there had been 22 parked cars outside the Girls' School last Sunday and asked if drivers were aware that this parking was unauthorised. The Chairman of the RCC and the BA agreed to raise this directly with the Girls' School and the Manager of the Estate Office offered to follow it up with the Barbican Occupiers Users Group.

City Surveyor Reports

The City Surveyor's representative attended the meeting to take questions in respect of the lifts and escalators. It was noted that there were many issues causing inconvenience to residents. Residents asked if future reports could consider their concerns and their impact more fully and set out the works in place to minimise them.

City Surveyors presence at the RCC meetings was considered helpful. In this context, residents highlighted the continuing escalator problems and the long term nature of the associated disruptions. They also expressed a preference for an on-site operative responding to emergency calls from the lifts, as opposed to a remote call centre. The City Surveyor explained the nature and causes of the recent lift and escalator problems and residents asked to see a copy of the SLA covering response times, which the City Surveyor agreed to supply.

In respect of Crossrail, there was a perception that their legislated powers made them appear inflexible and dogmatic. The Chairman of the Barbican Association advised that Crossrail holds six-monthly liaison meetings and the next one was due in March. The City Surveyor agreed to brief the officers who attend the Crossrail meeting and highlight all the concerns raised by the RCC.

Barbican Cinema

The BA had asked for the sound measurements to be re-done, as the readings taken on average decibel basis were not adequate to form a baseline set of data. Residents were disappointed generally at quality of consultation and felt that their concerns over the longer-term risk of deterioration in the acoustic insulation might have been overlooked.

General

A resident had written to the City Surveyor about the repairs following removal of the cinema hoardings. The City Surveyor had only just received this communication and would respond shortly.

Frobisher Crescent

The City Surveyor had met with Frobisher residents last week and the heating issues were being resolved. Residents would be updated again later this week.

Former YMCA site

It was proposed by Robert Barker, seconded by Gordon Griffiths and agreed to recommend the following resolution of the Barbican Association to the BRC on 11 February 2013

The Barbican Association's General Council has carefully considered the range of options for the future use of the former YMCA building.

It is in favour of the conversion of the building to residential use, following the Frobisher Crescent model, retaining the existing Grade II Listed façade, and preferably with the building being managed by the Barbican Estate Office.

It is against the future use of this building as a hostel/hotel, as past experience unfortunately indicates that such use does not offer sufficient protection of the residential amenity of both the Barbican and Golden Lane estates.

We note that a report commissioned by the City on hotels states that hotels should not be located in residential areas (Cushman and Wakefield. City of London Hotel Study: Market Strategy and Policy Advice for New Hotel Development in the City of London. June 2009).

Mr John Tomlinson abstained from the vote by virtue of his position as a Common Councilman.

Local Plan

Members noted that this was currently out for consultation and the Town Clerk would forward the link to the City of London's planning pages.

RECEIVED

5. SERVICE LEVEL AGREEMENTS REVIEW

This report updated Members on the review of the Estate wide implementation of Service level Agreements for the quarter October to December 2012 and included comments from the House Officers, the Resident Working Party and an on-going action plan for each of the five Service Level Agreements.

RECEIVED

6. SALES REPORT

This report updated Members of the sales and lettings approved by officers, under delegated authority, since the last meeting.

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7. CAR PARK CHARGING

This report, which was for a decision by the Barbican Residential Committee of 11 February 2103, sought to extend the current charging policy for car parking on the Estate for another year from 24 June 2013, leading to an increase in fees of 2.6%.

The Barbican Residential Committee of 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 would include a detailed report and

analysis of research into local demand, utilisation, comparisons and income generation.

RECEIVED

8. **AUTOMATED PAYMENT SYSTEM FOR TEMPORARY CAR PARKING**

Members noted that the Barbican Estate Office had been looking at efficiencies in delivering the temporary car parking service. This report, which was for decision by the Barbican Residential Committee of 11 February 2013, proposed that an Automated Payment System (credit and debit card payment using text, touch tone, internal and mobile web technology) be introduced in the car parks. The system was intended to provide additional customer benefits and was not intended to replace the current ticketing/invoicing system.

In response to questions, residents were assured that new system had been fully endorsed by the City of London's Audit Department. The service would be accessible from basic mobile phones (not just smartphones) and a number of vehicles could be registered with each application. The system would be reviewed after a year, along with the parking charges policy.

Members generally welcomed this new initiative, which offered simplicity and achieved savings. However, one member raised concerns that the new method appeared to discriminate against residents who did not or could not use mobile telephony (e.g. older residents or those with disabilities).

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9. **ROOF APPORTIONMENTS FOR BRYER/BUNYAN/JOHN TRUNDLE COURTS**

This report, for decision by the Barbican Residential Committee of 11 February 2013, sought approval to the final apportionment of costs between qualifying Leaseholders and the City of London Corporation (the City) in relation to the roof repairs at Bryer, Bunyan and John Trundle Courts.

The House Group representatives present welcomed the report and commended the work of Rob Barker, Jane Smith and Mike Saunders.

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

There were none.

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

There were none.

The meeting closed at 8.30 pm

Chairman

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SUSTAINABILITY WORKING GROUP (SWG)

MEETING	Director's office	DATE	23/10/2012 at 4.00pm
PRESENT	Chairman - Gareth Moore (GM) – Deputy Chairman, Barbican Residential Committee Sarah Hudson (SH) – Barbican Association Sustainability Group (BASG) Robert Doe (RD) - Barbican Association Sustainability Group Michael Bennett (MB) – Barbican Estate Manager (BEO) Sheila Delaney (SD) – House Officer (BEO - minutes) Mick McGee (MM) – Senior Resident Engineer Paul Kennedy (PK) - Corporate Energy Manager (City Surveyors – City of London Corporation)		
Apologies	Garth Leder (GL) – Barbican Association Sustainability Group		
Item no.	SUBJECT/DISCUSSION	Action/Date	
1 - Follow up Actions from Sustainability Working Group meeting on 19 April 2012			
1.1	<p>Under floor heating</p> <ul style="list-style-type: none"> • Controlled by a cyclo control, by UK Power Network. Currently paid for and supported by UKPN, UKPN currently do not hold contract with the BEO. Query possibility of half hour meters • UFH meters to be checked to determine if they are (and if so how many) half hourly meters. • If so (above) ask EDF if they have any HH data from meters • Open up discussion on implications and ramifications of any new controls. What would be the maintenance costs of the new cyclo-control systems? • If the contract is changed with UKPN, then the tariff will change too. Currently the tariff for Barbican residents is very good (13 hour tariff). • Contact with energy supplier will open up existing contract with EDF. • PK meeting with EDF on 14.11.2012 to discuss all energy supply aspects, not just UFH. • Suggest the 13 hour tariff is maintained until more attractive options offered, as if the contract is broken, the tariff will be broken with it. • Any upgrade of the system would come at a cost to the residents and they would lose existing tariff. 	PK	
1.2	<ul style="list-style-type: none"> • RD highlighted a power consumption reduction technology called 'inductive motor optimisation panel' (IMOP). He advised there was a good analysis of this from a factory wide installation in Yorkshire which he could update PK on. 	PK	
Half hourly electricity data for the under floor heating			

	<ul style="list-style-type: none"> MM does not believe there are half hourly meter readings for UFH. There are half hour readings for the common parts. MM to verify if there are half hour readings for UFH. MM verified there is one sub-station for each block, and the suppliers should know the demand for electricity. PK to verify this with EDF. 	MM PK
2 – Proposal by BASG to investigate two options to modify heating		
2.1	Submitted proposal by BASG <ul style="list-style-type: none"> Like for like update of the heating system will not change the contract, but just bring this up to date. SH advised on additional costs of wireless forecasting, and to review the possibilities of updated technology. PK mentioned that any significant changes to the current system may lead to the tariff being lost. 	BEO PK
2.2	Update on Gilbert House trimmer trial <ul style="list-style-type: none"> MM advised that the trial proved inconclusive and there was not a good take up by residents. 	MM
3 – LED Trial		
3.1	<ul style="list-style-type: none"> No further updates 	
4 – Green Deal Consultation		
4.1	<ul style="list-style-type: none"> GM advised the details of the GD were very vague and no real guidance made available by the government, PK said that the COL was to submit a (Public) report on what the COL are doing regarding the GD by 2013. 	PK/SWG
5 – Rainwater Harvesting		
5.1	Beech Gardens Project <ul style="list-style-type: none"> It was agreed that the feasibility of rainwater harvesting for irrigation purposes from this area of the podium would be discussed at the next Beech Street Gardens Working Party meeting This project is important as it is likely to be a model for the 	

	refurbishment/waterproofing of other podium areas and as the water company may not be able to sustain water supply for garden hosepipe use.	MM
6 – Resident Engineers		
6.1	<p>Residents Engineers</p> <p>MM said earlier this year, the team had been down to two out of four. Another RE recruited in July, and a new position has been advertised. Hopefully the RE team will be running at full capacity by the New Year.</p> <p>MB informed all present of the technical restructure on going, and the roles of technical officers would be more generic.</p> <p>Sustainability could be factored into the new RE's role</p>	MM
7 – AOB		
7.1	No other business	
8 – Date of next meetings		
8.1	Sustainability Working Group: 16 January 2013, 24 April 2013, 24 July 2013, 23 October 2013, all at 4.00pm.	

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BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE
Monday, 15 April 2013

Minutes of the meeting of the Barbican Estate Residents Consultation Committee
held at Committee Rooms, 2nd Floor, West Wing, Guildhall on Monday, 15 April
2013 at 6.30 pm

Present

Members:

Tim Macer (Chairman) – Willoughby House
Randall Anderson (Deputy Chairman) - Shakespeare Tower
Robert Barker - Lauderdale
David Graves - Seddon
Gordon Griffiths - Bunyan
Fiona Lean - Ben Jonson
Prof. C Mounsey - Breton
Helen Wilkinson - Speed
Jane Smith - Barbican Association
John Taysum - Bryer Court
Deputy John Tomlinson – Cromwell Tower
Dr Gianetta Corley – Gilbert House

Officers:

Julie Mayer – Town Clerk's

1. APOLOGIES

Apologies were received from Mark Bostock, Mary Bonar, Matt Collins, Janet Wels and Philip Sharples. The Committee welcomed Dr Gianetta Corley and Martin Day as the new representatives for Mountjoy and Gilbert Houses. Residents thanked the retiring representatives (Patric Morley and Francis Pugh) for their past contributions to the Committee.

2. ELECTION OF CHAIRMAN AND DEPUTY CHAIRMAN

Members congratulated Randall Anderson on his appointment to the City of London Corporation's Court of Common Council and noted his resignation as Chairman of the RCC.

It was proposed by Mr Anderson, Seconded by Mr Tomlinson and agreed unanimously that Tim Macer be appointed as Chairman. In accordance with the City of London's Standing Order (30), Mr Anderson agreed to serve as Deputy Chairman for the following year.

3. A SUGGESTION FOR QUESTION AND ANSWER SESSIONS AT RCC MEETINGS

The Town Clerk presented a discussion document, introducing the possibility of a more structured question and answer session at RCC meetings. The proposal before members was typical of the procedures in place in most local

authorities, for meetings attended by members of the public. The Town Clerk stressed that the document was a suggestion for members and invited their comments.

In summarising the benefits, the Town Clerk suggested that, by submitting written questions in advance, the responses given at the meetings would be complete. Some Members might feel more comfortable in participating in the meetings if they are able to prepare and submit questions in advanced. By taking the written questions on a 'first come, first served' basis, it could be argued that the process would be fairer and more democratic. Members noted that the agenda items in respect of '*questions relating to the work of the committee*' and '*items of urgent business*' would remain.

Members made the following comments and agreed to take the proposal forward on the following basis:

1. A deadline date for submitting questions might be unreasonable, given that representatives would wish to consult with their House Groups. However, Members noted that it is desirable to submit questions as soon as possible, particularly those of a complex/technical nature.
2. The suggested procedure was quite formal and rigid, as it was typical of local authority council and cabinet meetings, which are decision making bodies. The RCC should be flexible; to retain its spirit of consultation and debate. If the Terms of Reference were to be changed, enforcing '*points of order*' could stifle debate.
3. There shouldn't be a limit imposed on the number of written questions but each question should relate to a single issue, with a supplementary question permitted. The Chairman and Town Clerk would agree on a reasonable number of questions for each meeting, depending on the amount of business on the agenda.
4. Written questions should be encouraged as far as reasonably possible but there should be provision for ad-hoc questions at the meetings; at the discretion of the Chairman and dependant on the amount of business on the agenda.
5. Whilst it is desirable to send out papers as early as possible, in the case of the regular Update Reports this could be detrimental as it is updated frequently and could therefore prompt questions which might be answered in a later version of the report.
6. The Town Clerk would copy the written questions to the RCC members.
7. Comments as well as questions should be encouraged.
8. There was a general agreement that written questions, in advance of meetings, would help to track and manage outstanding actions.

The Chairman and Town Clerk would work the above suggestions into a protocol and circulate to Members.

ANNUAL REVIEW UPDATE 2013/14

1. Communication – what improvements could be made to the way the BEO communicates with residents, for example, newsletter, notice boards, emails (to RCC/BA Chairs, House Group Chairs, House Group representatives), website (new COL website is due to be launched in the summer), reception? What do you think of the new email broadcast service?

1. More than one channel of communication is important; residents find the website particularly convenient. ***New COL website launched in July 2012 & communicated via newsletter***

COMMENTS FROM AGM 15 APRIL 2013

Minutes of the Barbican Occupiers User Group and Working Parties should be available on the web site with clear links.

Search engines could be more efficient, particularly for questions and answers.

2. When the City's website is updated this year, could there be a clearer link to the BEO and various representatives. ***Link is: services – Housing & Council Tax – Barbican Estate & link to Residents Representation & Consultation***

COMMENTS FROM AGM 15 APRIL 2013

Could the URL appear at the bottom of emails for those residents who have signed up for alerts.

The good practice on the Planning site was noted; ie offering other areas of interest similar to Amazon.

3. There is low awareness of the differences between the BA and RCC – residents suggested an annual letter from the Chairman, setting out the scope and differences. Could this also appear on the website? ***There is a link to Residents Representation, Consultation & Committee Papers – Barbican Association information – section on the difference between BA/RCC***

Publicise the election of the new Chairman – (15 April 2013)

4. Could the link to RCC/BRC public papers be clearer? Particularly the most recent set of minutes from the RCC, which appear on the BRC

agenda. Could residents also receive these via email, once they have been approved by the Chairman? ***There is a link to Residents Representation, Consultation & Committee Papers – link from RCC/BRC information to RCC/BRC minutes/reports & sent via link on email broadcast service***

5. The BEO newsletters are not always noticed, could they be more prominent? It can be difficult to find information in respect of emergency services. Could they be kept together, either at the beginning or end of the Newsletter? Could the emergency numbers be easily accessible on the web page? ***Emergency services in middle/front of newsletter & there is a link on the website from Resident Information – Emergency Services***

6. Could the BA newsletter receive a regular 'update from the RCC' from the Chairman? ***BA newsletters now include an update from the RCC Chairman***

COMMENTS FROM AGM 15 APRIL 2013

Could BEO Broadcasts advise when the RCC papers have been published.

RCC representatives' personal contact details should not be available on the public site.

7. Could the BA newsletter also contain an article on forming house groups, clarifying procedures in respect of 'opt out' memberships and constitutions? Could this also appear on the web page? ***Being reviewed by BA. New section on RTAs being added to website including sample RTA letter & checklist from Town Clerks, draft constitution & last RTA annual audit.***

The BA has noted the action for the newsletter.

8. Could there be an Annual 'BEO meets the residents' meeting? ***Summer & Christmas meet the residents events***

COMMENTS FROM AGM 15 APRIL 2013

It was suggested that a more formal Q&A annual meeting take place, possibly in the Girls' School. Members were reminded of regular ward meetings.

9. Could noticeboards be kept free from non-relevant Guildhall publications? **Cleaning Supervisors monitor**

2. Reporting – would you like to see any changes or improvements to the reports that are presented to your committee?

1. Could there be a report on fringe developments – i.e. Frobisher House? It was suggested this be the subject of a report to the March Committee. **Updates in City Surveyors report to RCC**

Mark Bostock asked the following question (15/4/2013):

'I have never understood why previous City Surveyor 's reports to the RCC includes Frobisher Crescent under this fringe item!

The Frobisher Crescent House Committee understands that after nearly three years of occupancy United House has handed over to the City the Development with the exception of the hot water and heating system. The Landlord has advised UH that they will not accept the hot water/heating system until they are satisfied that it is fit for purpose for the 69 flats and that this will not be contemplated until after the 2013 winter. In these circumstances the House Committee requests that the City Surveyor gives a full report on this issue in his RCC papers until this matter has been properly resolved. From the residents' point of view the unsatisfactory performance of the system continues to be a worry which fortunately seems to us to be reflected in the City's position.

We assume that the BRC is fully aware of this issue but we have no evidence of this'.

The Chairman commented that this was currently a live City Surveyor issue not formally BRC business at this time. There was a general agreement to keep updates on Frobisher on the agenda and for the BRC to remain fully informed by the City Surveyor.

2. Late or 'to follow' reports should be avoided as far as possible, particularly for controversial/complex matters. Chairman of the RCC to speak to the Chairman of the BRC, to share concerns and seek a common standard. **Agreed with BRC Chairman & actioned as much as possible**

Members commented on improvements in this area

3. Can the RCC receive a list of all working parties, to review annually, with a rota to look at each in detail? Could the RCC receive the Working Party Minutes? **Annual list of Working Parties presented to RCC/BRC 2012 (proposed for June 2013). Minutes/reports/updates of Working Parties to RCC/BRC**

The RCC welcomed the regular meetings between the BA and Street Scene and didn't wish to duplicate the business of the BA/RCC.

There was some concern expressed about 'grey areas' with regard to the remit of the Occupiers Users Group and a perceived lack of communication about Virgin Active, and what appeared at times an arbitrary delineation between the residential and commercial parts of the Estate.

3. Service improvements – what services would you like the BEO to prioritise in its review of services. Would you like to see any changes to services? Are there additional services you would you like the BEO to offer?

- 1. Is a 'review of services' pending? Will any services be ceased? *Annual cleaning review of schedules during winter each year. Review of Technical Services Structure - anticipated new structure in place by April 2013***
- 2. It was noted that the on-going issues with car parking/agency staff was pending. *Car Park Charging report January 2013***
- 3. There were some concerns about the security and safety at the Eastern end of the Estate. Could the issue of cameras be revisited on the high walks and access points, particularly when the escalators are out of action? Residents noted that this was frequently discussed at the BA Security Working Party, which is attended by the Police and BEO staff. Could the RCC receive an update in March? *BA Security Working Party report to November 2012 committee***
- 4. Is litter picking by Gilbert Bridge Ballustrate deteriorating? It was suggested that use of bins on the estate be revisited but noted that foxes have been sighted. Residents asked how rigorously services are being challenged and could RCC be provided with examples? *Schedules for podium cleaning reviewed March 2012. Services reviewed by House Officers***

COMMENTS FROM AGM 15 APRIL 2013

A resident was concerned about the amount of litter/presence of foxes, particularly around Gilbert House.

The use of the area outside the curved wall at the Barbican Centre for smoking by officers of the centre was considered unsightly.

Mr Tomlinson (Chairman of Port Health) noted the above concerns.

4. Costs – which areas of service would you like the BEO to prioritise in its review of service charge costs to residents or which areas of service could be provided in a different way that could possibly reduce costs?

1. It was noted that the car park had been signed off at the last meeting but residents would like the opportunity to revisit this after a year, as set out in the report. ***Car Park Charging report January 2013***

2. Will Roman House generate car park revenue? ***On-going discussions***

3. Have charges been signed off for the area which the cinema will take over? ***Financial agreement in place***

COMMENTS FROM AGM 15 APRIL 2013

Residents would like to see more detail about service charges in relation to general repairs.

There was a general agreement that residents would not resist a moderate increase in charges for repairs, if the estate were being maintained at a high standard.

Early consultation was essential on major schemes, particularly on quality and more supervision on works in progress.

The white tiles on the steps had not been repaired, which an important safety concern for people with a visual impairment; residents would like an update on the recharges for engineers/tilers.

A resident commented that, of late, there had been less discussion on the outturn reports and suggested that this may be because some may find these reports difficult to follow. Could more clarity be provided, especially over what is unusual or exceptional? It was noted that a high proportion of charges were fixed, yet the implication of the questions being considered is that there is an element of discretion. Residents asked if more information could be provided on what degree of discretion there was in providing new or enhanced services; also whether there could be resident input at the early stage of budget planning.

It was suggested that new members coming onto the RCC have an induction.

Could the regular update reports include an action list, with target dates, in a summary format? Residents felt this would make it easier to track progress.

4. ANY OTHER BUSINESS

Members thanked Randall Anderson for his excellent Chairmanship over the past 4 years and paid tribute to his commitment and high attendance at many of the Estate's working groups. Members felt that Mr Anderson's efforts had a

major impact on the committee's efficiency and transparency and were pleased that he would be continuing as Deputy Chairman

5. DATE OF THE NEXT MEETING - 3 JUNE 2013 - 6.30 PM

Agenda Item 4

Committee:	Date(s):
Residents' Consultation Committee	03 June 2013
Barbican Residential Committee	17 June 2013
Subject: Update Report	
Report of: Director of Community and Children's Services	Public
<u>Executive Summary</u>	
Barbican Estate Office	
<ol style="list-style-type: none">1. Key Performance Indicators, Statistics - see appendix 12. Car Parks3. Automated Payment System for Temporary Car Parking4. Resident's Survey5. Open Spaces6. Current Working Parties – see appendix 4	
Built Environment	
<ol style="list-style-type: none">7. Barbican Area Street Scene Enhancement Strategy/ Beech Street Tunnel	
Property Services – see appendix 2	
<ol style="list-style-type: none">8. Redecorations9. Roof apportionments10. Beech Gardens Podium Works11. Asset Maintenance Plan12. Asbestos in Meter Cupboards13. Water Pressure to Tower Blocks14. Tower Concrete Works	

15.Public lift availability

16.Upgrade of the Barbican Television Network

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

City Surveyors Department – see appendix 3

18.St Alphage House

19.Public Lifts serving the Barbican Estate

20.YMCA

Recommendations that the contents of this report are noted.

Background

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

Barbican Estate Office Issues

1. Key Performance Indicators, Statistics

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

2. Car Parks

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

3. Automated Payment System for Temporary Car Parking

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

4. Residents Survey

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

5. Open Spaces

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

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

6. Current Working Parties

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

Built Environment

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

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

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

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

Steve Presland has met with concerned residents to discuss the issues

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

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

Beech St Tunnel:

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

Silk Street:

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

Background Papers:

Minutes of the Barbican Residential Committee 28 January 2013.

Minutes of Residents' Consultation Committee 11 February 2013.

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

Appendix 1

Summary of Key Performance Indicators April 2012 to March 2013

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

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

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

Let	Sold	Allocated (In process)	Unlettable	Allocated to BEO	In Query	Vacant	Total	Average Void time in days
1164 (1167)	70 (69)	3 (6)	16 (16)	2 (2)	9 (2)	2 (4)	1266 (1266)	28 (43)

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

Waiting List

Do not have a Store	To Swap a store (to another location)	Additional Store – (where resident already has access to a single store)	Additional Store (where resident already has access to more than 2 stores)	Total
70 (60)	51 (45)	50 (39)	1 (1)	172 (145)

Bicycle Stores

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

BARBICAN ESTATE - CAR PARKING BAYS

AS AT MAY 2013

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

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

BAGGAGE STORES / TRANSPORTABLE BAGGAGE STORES

BAYS TOO SMALL / AWKWARD TO PARK

BICYCLE LOCKERS / RACKS / CAGES / MOBILITY SCOOTERS

CAR PARKING OFFICES

ENTRANCES / EXITS TO BLOCKS

FIRE EXITS/FIRE HOSE REEL STORAGE

LOW CEILING HEIGHTS/OPEN TO ELEMENTS/PILLARS

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

Visitors Bays

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

Heron Tower Development

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

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

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

Agenda Plan 2013

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

Property Services Update

Appendix 2

8. Redecorations

2012/13 Programme

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

2013/14 Programme

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

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

9. Roof Apportionments.

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

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

Procurement

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

Soft Landscaping

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

Work in progress:

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

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

undertaken.

11. Asset Maintenance Plan

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

12. Asbestos in Meter Cupboards

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

13. Water Pressure to Tower Blocks

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

14. Concrete Works

Concrete Report

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

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

Planned concrete testing on low rise blocks

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

15. Public Lift Availability

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

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

16. Upgrade of the Barbican Television Network

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

17. Sustainability Working Group

The Sustainability Working Group minutes are contained in Appendix 5.

City Surveyors Update

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

18. St Alphage House

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

19. Six Public Lifts serving the Barbican Estate

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

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

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

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

20. **YMCA**

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

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

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

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

APPENDIX 5

SUSTAINABILITY WORKING GROUP (SWG)

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

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

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

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

MEETING TO DISCUSS THE CONCRETE REPAIRS ON THE BARBICAN ESTATE

30 APRIL 2013 – 11 AM – BARBICAN ESTATE OFFICE

PRESENT:

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

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

1. APPORTIONMENT OF COST (Concrete repairs)

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

Mr Barker felt that the fundamental issue was the definition of 'structural defects' and 'defects affecting the structure'. He argued that the areas of "poor compaction" and "low original coverage – which were there from the original construction – amounted to such defects. The group were asked to note an extract from the BRC minutes from 1986, which referred to minor defects on the Estate. Mr Barker felt that they should have been mentioned in subsequent leases; that the original workmanship had been inadequate and the City was therefore liable and not the long leaseholders. Mr Barker also urged the City to revisit Counsel's opinion obtained by the Barbican Association in the roofs matter, which had been sought in 1999 and 2000. Mr Stevens later confirmed that this had been done.

The group then studied pictures from a balcony at Willoughby House, where some steel had been exposed. The property was owned by Mr Macer, who confirmed that the balcony had been in this condition for at least 10 years but that there had not been any further deterioration in that time.

The RCC and BA's representatives expressed the view that some of the defects were likely to be due to fair wear and tear (as opposed to poor compaction and low coverage) and they would, therefore, like to see a fair apportionment of costs.

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

Dr Casson advised that all concrete structures built in the same era (i.e. 1960's and 70's) were similarly affected and the defects on the Barbican Estate were very typical. Dr Casson referred to the tabled photographs and, whilst unsightly, explained that the concrete's function was not impaired and there was no evidence of creeping corrosion on the exposed steel. In fact, Dr Casson was surprised at the very low level of deterioration on the Barbican Estate, given that

many 1960's/70's concrete buildings had now been demolished. The number of affected concrete elements was very low compared with the total number in the estate, and this again reflected the high standards of construction.

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

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

Mr Barker challenged whether proper maintenance had been carried out, as recommended by the 1986 and 1991 reports. Mr Stevens explained that maintenance works are regular and planned, generally before any fault arises but concrete cannot be maintained in this way. Dr Broomfield suggested that the rate of regression and timing of future repairs could be estimated from the current rate of carbonation and cover depths but this would be a complex task.

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

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

The BA and RCC representatives noted Mr Steven's conclusion and asked, given the evidence presented, if there was any merit in making the repairs. Dr Casson and Dr Broomfield advised that whilst there was no pressing need from an engineering perspective, cosmetic repairs should be phased over the next few years. The BA and RCC asked to see examples of previous concrete defects reported and details of any works carried out between 1991 and the present day. Mr Stevens said he would provide these and offered to facilitate at future residents meetings on this matter.

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

It was agreed that a record of this meeting containing a summary of the consultants' expert advice and the conclusions reached by Mr Stevens should be circulated to members of the RCC, in advance of the next RCC meeting where it would be presented.

2. FUTURE MAINTENANCE AND ASSET MANAGEMENT PROGRAMME

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

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

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Lauderdale Tower

ORDER_ID	PROP_CDE	REQUISITION_ADDR1	REPORT_DATE	CONTRACTOR_CDE	DESC_SHORT
5032954	BE11C2	Lauderdale Tower - Internal	14-Dec-00	Ove Arup & Partners	Inspect concrete wall
5034589	BE11C1	Lauderdale Tower	12-Mar-01	V.J. Driver Building Contractor	DIAMOND BLADE CUTTING THROUGH CONCRETE
5050245	BE11F163	163 Lauderdale Tower	03-Feb-04	Grout Injection Specialists Ltd	REPAIRS TO STRUCTURAL CONCRETE TO BALCONY O/S 163
5057611	BE11F102	102 Lauderdale Tower	09-Jun-05	DOR4	CONCRETE REPAIRS TO PARAPET WALL TO BALCONY
5070406	BE11F373	373 Lauderdale Tower	25-Jul-07	Forest Environmental	REPAIR EXTERNAL CRACK TO CONCRETE UNDER WINDOW ABOVE THE PATIO.
5070916	BE11F373	373 Lauderdale Tower	31-Aug-07	Forest Environmental	REPAIR ADDITIONAL CRACKS IN CONCRETE ABOVE WINDOW ON THE PATIO.
5071577	BE11F143	143 Lauderdale Tower	16-Oct-07	Fairhurst Ward Abbots	Concrete repairs to exterior balcony wall
5083433	BE11F313	313 Lauderdale Tower	02-Dec-09	Fast Clear Drains	Investigation
5083464	BE11C3	Lauderdale Tower - External	03-Dec-09	Forest Environmental	REPAIR CRACK IN CONCRETE FOLLOWING WATER PEN.
5085392	BE11C3	Lauderdale Tower - External	06-Apr-10	Forest Environmental	REPAIR CRACKS TO CONCRETE FOLLOWING WATER PENETRATION
5091564	BE11F373	373 Lauderdale Tower	13-Apr-11	Fast Clear Drains	CARRY OUT CONCRETE INJECTION WORKS TO YELLOW BEDROOM
2038208		Lauderdale Tower - External	20/06/11 13:42	Vertical Technology Ltd	Lauderdale Tower - 3 man Inspection Team Required
2040125		Lauderdale Tower - External	09/08/11 09:11	Fast Clear Drainage	Inspect Loose concrete in Parapet Wall (152

Shakespeare Tower

ORDER_ID	PROP_CDE	REQUISITION_ADDR1	REPORT_DATE	CONTRACTOR_CDE	DESC_SHORT
5035279	BE12F321	321 Shakespeare Tower	19-Apr-01	C.D.N. Property Services Ltd	Concrete repairs to patio/balcony
5043432	BE12F211	211 Shakespeare Tower	08-Oct-02	Tautbuild	Concrete repair
5050732	BE12F211	211 Shakespeare Tower	05-Mar-04	Tautbuild	Renew blown concrete.
5058678	BE12F72	72 Shakespeare Tower	31-Aug-05	Tautbuild	Repair balcony
5075696	BE12F171	171 Shakespeare Tower	12-Jun-08	Fairhurst Ward Abotts	REMOVE PLASTER FROM CEILING FOLLOWING WATER PEN FROM ABOVE
5079373	BE12C3	Shakespeare Tower - External	05-Feb-09	Tautbuild	CONCRETE REPAIRS TO PARAPET WALL ALONG BALCONY O/S 92
5084068	BE12F113	113 Shakespeare Tower	13-Jan-10	Fairhurst Ward Abotts	Balcony
5090297	BE12F101	101 Shakespeare	27-Jan-11	Tautbuild	Concrete Cill Outside Kitchen Window is Loose
2038818		31 Cromwell Tower	04-Jul-11	Fairhurst Ward Abbotts Ltd	Inspect Balcony For Crack In the Concrete

Cromwell Tower

ORDER_ID	PROP_CDE	REQUISITION_ADDR1	REPORT_DATE	CONTRACTOR_CDE	DESC_SHORT
5042934	BE13F223	223 Cromwell Tower	04-Sep-02	Tautbuild	Concrete repair
5043577	BE13F112	112 Cromwell Tower	15-Oct-02	Tautbuild	Renew patio felts & repair concrete
5063181	BE13C2	Cromwell Tower - Internal	09-May-06	Fairhurst Ward Abotts	39th floor - near lift B - make good concrete damage
5063607	BE13C1	Cromwell Tower	02-Jun-06	Fairhurst Ward Abotts	01 car park - concrete repairs
5065398	BE13F372	372 Cromwell Tower	20-Sep-06	By Design Sealants Ltd	Mastic works
5065971	BE13F391	391 Cromwell Tower	17-Oct-06	Forest Environmental	REPAIR CRACK TO CONCRETE FOLLOWING LEAK INTO FLAT
5069193	BE13F303	303 Cromwell Tower	03-May-07	Fairhurst Ward Abotts	Check concrete for damage
5071758	BE13F282	282 Cromwell Tower	26-Oct-07	Fast Clear Drains	repair balcony
5074607	BE13F121	121 Cromwell Tower	09-Apr-08	Fairhurst Ward Abotts	Carryout concrete repair on balcony
5076935	BE13C3	Cromwell Tower - External	08-Sep-08	Forest Environmental	INJECT CRACKS IN CONCRETE AS DIRECTED
5080033	BE13F51	51 Cromwell Tower	27-Mar-09	Fairhurst Ward Abotts	concrete repairs
5087898	BE13C3	Cromwell Tower - External	21-Sep-10	Tautbuild	RENEW BALCONY FELTS O/S 122 FOLLOWING WATER PENETRATION
2044440		81 Cromwell Tower	29/11/11 11:29	Structural Renovations	Carry out Works to Remove Concrete Outside 81 as per email to Chris Bate

Agenda Item 6

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 03 June 2013 17 June 2013	Item no.
Subject: Service Level Agreements Quarterly Review January – March 2013		
Report of: Director of Community and Children's Services	Public	
<p>Executive Summary</p> <p>This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements for the quarter January to March 2013. This report details comments from the House Officers and the Resident Working Party and an on-going action plan for each of the five Service Level Agreements.</p> <p>Recommendation</p> <p>That the Committee notes the work undertaken by the Barbican Estate Office and the Resident Working Party to monitor and review the implementation of Service level Agreements estate-wide and to identify and implement actions where appropriate, to improve services.</p>		

Background

1. This report covers the review of the quarter for January to March of the eighth year of the estate-wide implementation of the Service Level Agreements (SLA) with comments from the House Officers and the resident Working Party as well as an ongoing action plan for each of the service areas.

Current Position

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

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

4. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1, 2, 3, 4 and 5. The action plans monitor and show the progress made from each of the quarterly reviews together with all of the comments and responses/actions from the House Officers and resident working party. All of the unresolved issues from the previous quarterly reviews to December 2012 have been carried forward to this current quarterly review. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
5. All of the resolved issues to December 2012 have been filed as completed by the House Officers in conjunction with the resident working party. Once comments are completed, they will be removed and filed.

Proposals

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

Conclusion

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

Background Papers: Quarterly reports to committee from 2005.

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(COMMITTEE)

APPENDIX 1

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

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

(COMMITTEE)

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2012

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

(COMMITTEE)

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2012

	<u>QUARTER</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
145	Oct-Dec 2011	Water penetration procedure - the letters to update residents on the cause of a leak seem to be being sent out sporadically. Letters not being sent out could lead to complaints and problems caused by residents making late insurance claims.	Reviewed and letters updated. Further monitoring following changes.	
154	April-June 2012	PS need to prioritise work for contractors such as balcony linings where there is only a single contractor who can carry out a particular trade and the work is weather dependent.	PS reviewing. Additional contractor now agreed.	✓
160	Jan - Mar 13	Quotations from Metwin - taking too long	Now resolved with contractor.	✓
162	Jan - Mar 13	Mini trial of ventilation cleaning being carried out in Shakespeare Tower.	for comment only.	✓
163	Jan - Mar 13	Asset Maintenance WP - more detail about the actual assets and current cyclical programmes to be forthcoming.		

(COMMITTEE)

APPENDIX 4 SERVICE LEVEL AGREEMENT REVIEW - MAJOR WORKS 2012

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

(COMMITTEE)

APPENDIX 5 SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2012

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

Agenda Item 7

Committee(s):	Date(s):	Item
Barbican Residents' Consultation Committee Barbican Residential Committee	03 June 2013 17 June 2013	
Subject: Extension of the Barbican Window Cleaning Services Contract		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 for an extension of the existing Window Cleaning Services Contract for a period of 12 months and then on a monthly basis to time with the end of the 3 year period of the COL cleaning contract and then tender the total works. 2. The Window Cleaning Service is currently carried out by Enterprise Cleaning and Support Services Limited who were appointed in 2008. The contract was for a period of 5 years from September 2008 with the option to extend a further 2 or 3 years. 3. Cleaning and window cleaning services across the City of London Corporation were included in the Strategic Review of Procurement and Procurement to Pay Project (PP2P) in 2011 and this contract ends in August 2014. 4. However, as the Window Cleaning Service is within residential blocks, there would be a requirement under the Landlord and Tenant Act (1985) to carry out Statutory Consultation for the proposed corporate contract. 5. The contract value for the year to 31 March 2013 is £177,773. Informal discussions with Enterprise Cleaning and Support Services Limited would suggest that they would be in agreement to the extension of the existing contract and continue to provide the service on a monthly basis to time with the COL cleaning contract. <p>Recommendation</p> <ol style="list-style-type: none"> 6. That your committee agrees to the extension of the existing contract for 12 months at an estimated cost of £183,106 and thereafter on a monthly basis to time with the tendering of the COL cleaning contract. 		

Main Report

Background

7. In September 2008 Enterprise Cleaning and Support Services Limited were appointed to carry out the Window Cleaning Services to the Barbican Estate and Housing Estates. The contract was for an initial period of 5 years with the option to extend a further two or three years. Enterprise Cleaning has provided a good service during this 5 year period and the resident satisfaction surveys and House Officer inspections have illustrated the improvements over the years.
8. Your committee will be aware that PP2P (or Procurement and Procure to Pay) is one of the Strategic Reviews that forms part of the City Corporation's Change Programme. It aims to introduce modern procurement techniques, procuring in a smarter way to get a better deal on the goods and services we buy and thereby make substantial cashable savings over the next 5 years and beyond.
9. Cleaning and Window Cleaning services across the City of London Corporation were included in the PP2P in 2011 and this contract ends in August 2014.

Current Position

10. Enterprise Cleaning are under contract to provide window cleaning services to September 2013. In order to maintain the current level of service to residents it is proposed that the Enterprise Cleaning contract be extended for 12 months and then on a monthly basis to time with the new corporate cleaning contract as part of PP2P.
11. Thereafter in order to proceed with the PP2P process there would be a requirement to carry out statutory consultation under the Landlord and Tenant Act (1985). This would require a 30 day notification of our intention to enter into an agreement to carry out window cleaning services. The tender process would not be able to start until the completion of this consultation period. Following the tender process there would be a further 30 day period of consultation notifying leaseholders of the tender results and the recommendation.

Financial Implications

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

Consultees

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

Conclusion

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

Background Papers

Window Cleaning Tender Service 14 April 2008

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Agenda Item 8

Gateway 3/4: Options Appraisal

Committee(s): Barbican Residents Consultation Committee (redacted Version) Resource Allocation Sub-Committee Barbican Residential Committee Project Sub-Committee	Date(s): 3 June 2013 13 June 2013 17 June 2013 19 June 2013	Item no.
Subject: Outline/Detailed Options Appraisal/Authority to Start Work - Installation of Baggage Stores (42), and Relocation of Staff (40)		Non-Public
Report of: Director of Community & Children's Services		For Decision

Overview

Context	<p>Cleaning Staff x 40 to be relocated from their onsite office (mess/staff room with kitchen, lockers, staff area) beneath Speed House on the 03 level to the Barbican Estate Office (BEO) to make best use of the asset. To improve management by bringing staff all together.</p> <p>The range of Baggage Stores currently available provide good financial income for the Barbican Estate Office (This style of store produces an income of £xxx per store per annum with RPI charging policy each year producing circa £xxx total revenue per annum). The additional stores will see an additional income of £xxx per annum (plus index linking).</p> <p>Following review of infill opportunities and efficiencies a shortfall of domestic storage was identified, the current resident waiting list is 172 residents requiring baggage stores. The vacated location beneath Speed House, 03 level would provide 42 new built baggage stores. (see Appendix 1)</p>
Brief description of project	<p>This project has 2 objectives:</p> <ol style="list-style-type: none"> 1. Relocation of staff from existing welfare areas and operational integration of staff in existing offices. (see Appendix 2)

	2. Installation of baggage stores in vacated space.
Success Criteria	<ul style="list-style-type: none"> • Reduction of residents waiting list for 42 new baggage stores (from current 172) • Reduction in rates of £xxx for current mess/staff room (already pay rates for BEO area where cleaning staff to be located) • Increased annual income of circa £xxx from letting the baggage stores after initial letting and establishment. • Best use of BEO asset and making use of an infill opportunity
Notable Exclusions	Not Applicable
Link to Strategic Aims	<ul style="list-style-type: none"> • To provide modern, efficient and high quality local services and policing within the Square Mile for workers, residents and visitors with a view to delivering sustainable outcomes. • To provide valued services to London and the nation.
Within which category does the project fit	<p>3. Spend to save/ income generating</p> <p>5. Any other priority developments determined by the Medium Term Financial Strategy</p> <p>7. a) Asset enhancement/improvement (capital)</p>
Resources Expended To Date	Staff time in preparation of the specification

Options Appraisal Recommendation

List of options described	<ol style="list-style-type: none"> 1. Do Nothing – <ul style="list-style-type: none"> • Continue to pay £xxx rates, an opportunity to improve the operation efficiency will be lost and the residents waiting list will not be reduced. 2. Progress with installation of Baggage Stores and Staff Relocation – <ul style="list-style-type: none"> • Best use of Barbican Estate Office Asset • Reduction in residents waiting list by 42 • Reduction in rates £xxx • Increased annual income of circa £xxx
Option recommended to progress to Authority to Start	Option 2.

Work stage	
Resource requirements to reach Authority to Start Work and source of funding	£xxx Staff Costs
Plans for consultation prior to Authority to Start Work	Not Applicable
Level of approval for Detailed Design (if required)	Not Applicable
Procurement Strategy	Quotations (see Appendix xxx)
Tolerances	+/- 10%

Detailed Options Appraisal

Option	
Description	<p>Cleaning Staff to be relocated from their onsite office to the Barbican Estate Office (BEO). Changes required to layout of BEO (partitions/kitchen) and purchase of suitable equipment (furniture/facilities).</p> <p>Build 42 Infill Baggage Stores in the vacated cleaner's area which will be let to Barbican Estate residents. The location would need to be cleared of existing facilities/equipment and then the necessary plumbing, electrical and building work can take place.</p>
Benefits and strategy for achievement	<ul style="list-style-type: none"> • Reduction of residents waiting list for 42 new baggage stores (from current 172) • Reduction in rates of £xxx for current mess/staff room (already pay rates for BEO area where cleaning staff will be located) • Increased annual income of circa £xxx from letting the baggage stores after initial letting and establishment. • Best use of BEO asset and making use of an infill opportunity

Option	
Scope and exclusions	N/A
Constraints and assumptions	N/A
Programme	Evaluation of report - June 2013 Design/Specification – July 2013 Procurement/Installation Start – August 2013 Completion – October/November 2013
Risk implications	Low Risk <ul style="list-style-type: none"> • Under £xxx
Legal implications	N/A
HR implications	N/A
Anticipated stakeholders and consultees	Property officers, Barbican Estate Office staff, Barbican Estate Cleaning staff, City Surveyors, Chamberlains, Town Clerks and Barbican Estate residents.
Results of consultation carried out to date	Barbican Residential Committee – Informed and supported the project Barbican Estate Office and Cleaning Staff – Consulted and positive regarding project
<u>Financial Implications</u>	
Estimated capital cost (£)	<u>Under £xxx</u> Approx. £xxx-xxx including: <ul style="list-style-type: none"> • Approx. £xxx-£xxx building of baggage stores/electrical works • Approx. £xxx for new furniture/facilities/changes to layout of BEO (partitions/kitchen) • Approx. £xxx staff costs • Approx. £xxx fees
Source of capital funding	To be subject to bid to Resource Allocation Sub Committee for allocation of resources from £xxx provision for new City Fund Capital schemes in 2013/14.
Anticipated phasing of capital	Not Applicable

Option	
expenditure	
Estimated capital value/return (£)	£xxx per annum
Fund/budget to be credited with capital return	Local Risk – Payback will be effected by reduction in local risk resources over the 5 year payback period.
Estimated revenue implications (£)	Any on-going future maintenance &/or lighting costs will be absorbed into existing programmes leading to increased efficiencies.
Source of revenue funding	Local Risk
Fund/budget to be credited with income/savings	Income from residents is apportioned to the Baggage Stores Account
Anticipated life	30 years
Investment Appraisal	Not Applicable
Benchmarks or comparative data	Not Applicable
Proposed procurement approach	Conventional Tendering using a specification of works
Affordability	Not Applicable
<u>Recommendation</u>	
Reasons	<ul style="list-style-type: none"> • Operational integration of cleaning staff into existing Barbican Estate office; also provides staff with improved welfare area and facilities. • Reduction of residents waiting list for 42 new baggage stores (from current 172) • Reduction in rates of £xxx (already pay rates for BEO area where cleaning staff will be located) • Increased annual income of circa £xxx from letting the baggage stores after initial letting and establishment. • Best use of BEO asset and making use of an infill opportunity
Next Steps	Progress to Gateway 5 and delegated to Chief

Option	
	Officer for approval.

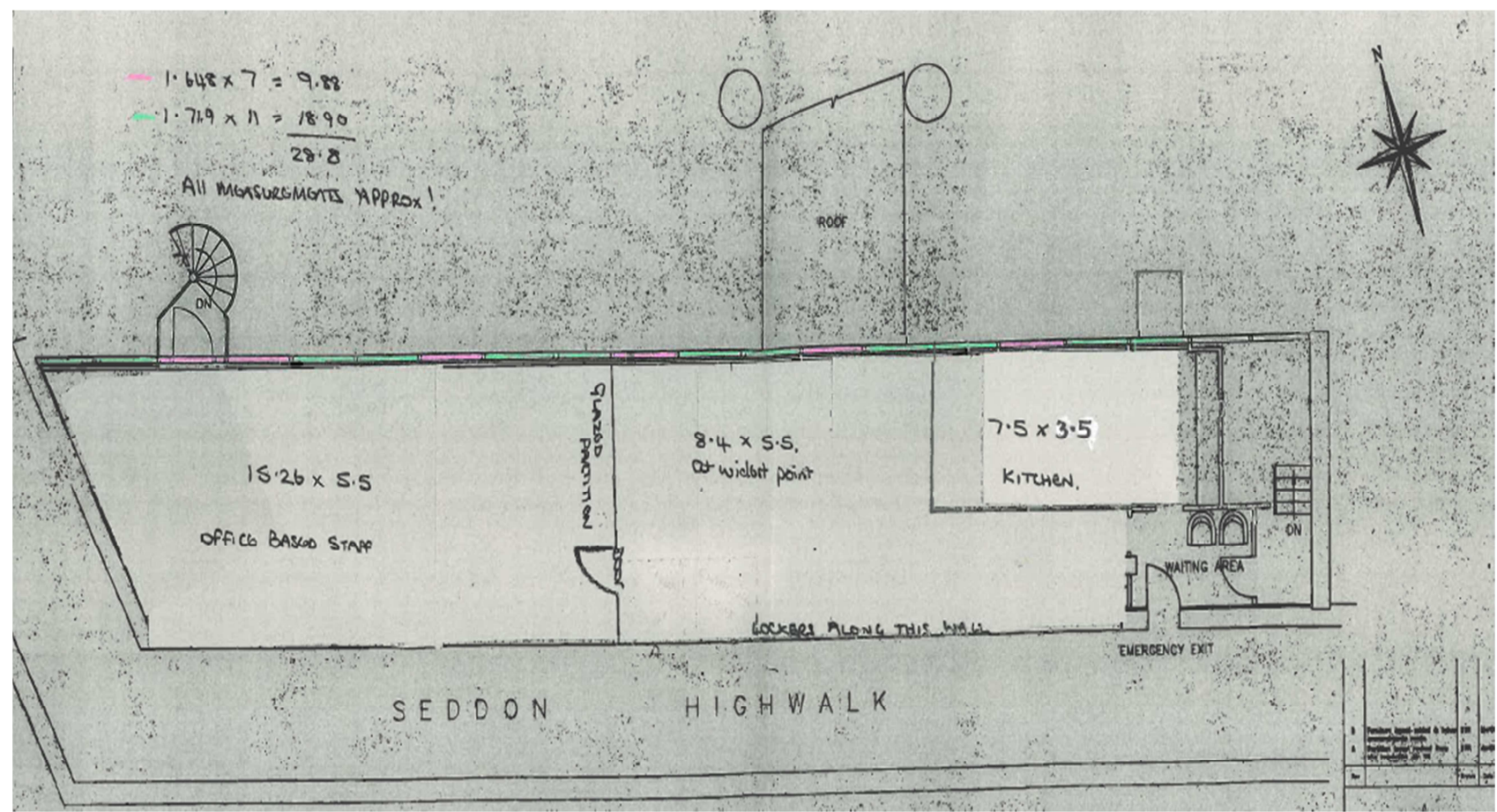
Appendices

Appendix 1	Proposed floor plan of Infill Baggage Store at Speed House, 03 level
Appendix 2	Proposed floor plan of Cleaning Staff at Lauderdale Place
Appendix xxx	Quotations received – <i>Not included</i>

Contact

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Appendix 2



Agenda Item 9

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

Main Report

BACKGROUND

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

SURRENDERS

2. There are no new surrenders.

RIGHT TO BUY

- 3.

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

OPEN MARKET SALES

4.

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

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

APPROVED SALES

8.

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

APPROVED LETTINGS

9.

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

APPROVED EXCHANGE OF SOLD FLAT

10.

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

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

11. SALES PER BLOCK

BLOCK	TOTAL NO. OF FLATS IN EACH BLOCK	TOTAL NO. SOLD IN EACH BLOCK	NET PRICE £	% NO. OF FLATS SOLD IN EACH BLOCK
ANDREWES HOUSE	192	182	14,913,260.00	94.79
BEN JONSON HOUSE	204	194	13,422,454.73	95.10
BRANDON MEWS	26	25	1,872,460.00	96.15
BRETON HOUSE	111	105	6,806,712.50	94.59
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	66	4,693,780.00	95.65
DEFOE HOUSE	178	170	14,644,782.50	95.51
GILBERT HOUSE	88	84	8,706,852.50	95.45
JOHN TRUNDLE COURT	133	131	4,467,527.50	98.50
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	12	8	2,499,630.00	66.67
SEDDON HOUSE	76	74	7,675,677.50	97.37
SPEED HOUSE	114	104	8,933,148.50	91.23
THOMAS MORE HOUSE	166	160	12,442,455.00	96.39
WILLOUGHBY HOUSE	148	144	13,000,670.50	97.30
TERRACE BLOCK TOTAL	1645 (1645)	1573 (1569)	123,712,473.23 (122,142,473.23)	95.62 (95.38)
CROMWELL TOWER	112	98	19,748,501.00	87.50
LAUDERDALE TOWER	117	113	22,703,779.63	96.58
SHAKESPEARE TOWER	116	106	20,572,406.76	91.38
TOWER BLOCK TOTAL	345	317 (317)	63,024,687.39 (63,024,687.39)	91.88 (91.88)
ESTATE TOTAL	1990 (1990)	1890 (1886)	186,737,160.62 (185,167,160.62)	94.97 (94.77)

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

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