



## Barbican Estate Residents Consultation Committee

**Date:** MONDAY, 2 SEPTEMBER 2013

**Time:** 6.30 pm

**Venue:** COMMITTEE ROOM - 2ND FLOOR WEST WING, GUILDHALL

**Members:**

|  |   |
|--|---|
| Tim Macer – Willoughby (Chairman)                      | Mary Hickman - Andrewes House           |
| Randall Anderson - Shakespeare Tower (Deputy Chairman) | Gillian Laidlaw - Mountjoy House        |
| Robert Barker - Lauderdale Tower                       | 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 More House     |
| Dr Gianetta Corley - Gilbert House                     | Jane Smith - Barbican Association       |
| David Graves - Seddon House                            | John Taysum - Bryer Court               |
| Gordon Griffiths - Bunyan Court                        | Janet Wells - John Trundle House        |
| Helen Wilkinson - Speed House                          |   |
| John Tomlinson - Cromwell Tower                        |   |

**Enquiries:** Julie Mayer  
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**John Barradell**  
Town Clerk and Chief Executive

# AGENDA

1. **APOLOGIES**

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

3. **MINUTES**

To agree the Minutes of the Barbican Residents' Consultation Committee Meeting held on 3<sup>rd</sup> June 2013.

**For Decision**  
(Pages 1 - 10)

4. **TOWER CONCRETE INVESTIGATIONS AND REPAIRS**

Report of the Director of Community and Children's Services

**For Information**  
(Pages 11 - 40)

5. **BACKGROUND UNDERFLOOR HEATING**

Report of the Director of Community and Children's Services

**For Information**  
(Pages 41 - 46)

6. **REVENUE OUTTURN**

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

**For Information**  
(Pages 47 - 66)

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

Report of the Director of Community and Children's Services

**For Information**  
(Pages 67 - 88)

8. **RESIDENTS' SURVEY**

Report of the Director of Community and Children's Services

**For Information**  
(Pages 89 - 100)

9. **SLA REVIEW**

Report of the Director of Community and Children's Services

**For Information**  
(Pages 101 - 108)

10. **UPDATE REPORT**

Report of the Director of Community and Children's Services

**For Information**  
(Pages 109 - 136)

11. **MEMBERSHIP OF THE LANDSCAPING WORKING PARTY**

Chairman to be heard

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

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

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## BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Monday, 3 June 2013

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

### **Present**

#### **Members:**

|   |                                   |
|---|-----------------------------------|
| Randall Anderson (In the Chair) - Shakespeare | Mary Hickman – Andrewes           |
| Robert Barker - Lauderdale                    | Fiona Lean – Ben Jonson           |
| Mark Bostock - Frobisher                      | Prof C Mounsey – Breton           |
| Dr Gianetta Corley - Gilbert                  | Jane Smith – Barbican Association |
| Martin Day - Mountjoy                         | John Taysum – Bryer               |
| Gordon Griffiths - Bunyan                     | Helen Wilkinson - Speed           |
| John Tomlinson – Cromwell                     |                                   |
| Michael Swash - Willoughby                    |                                   |

#### **Officers:**

|                 |                                     |
|-----------------|-------------------------------------|
| Eddie Stevens   | - Community and Children's Services |
| Michael Bennett | - Community and Children's Services |
| Karen Tarbox    | - Community and Children's Services |
| Helen Davinson  | - Community and Children's Services |
| Anne Mason      | - Community and Children's Services |
| Julie Mayer     | - Town Clerks                       |

#### **1. APOLOGIES**

Apologies were received from Tim Macer, Philip Sharples and David Graves

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

There were no declarations

#### **3. MINUTES**

The Minutes of the RCC Meeting held on 28 January 2103 and the AGM held on 15 April 2013 were agreed as a correct record, subject to recording that Mary Hickman submitted apologies for the AGM.

#### Matters arising

At the AGM, residents had been encouraged to submit questions in writing, in advance of the meetings. Four residents had done so in respect of the Update Report (Agenda item 4) and their questions and responses are appended to these minutes.

**Repairs to the tiling on the steps** – residents noted that the missing white edge tiles had been cemented over, whilst waiting for replacement tiles.

Officers advised that the cement would be painted white in the interim, to aid anyone visually impaired. Residents asked if this could be kept as a 'live' item on the update reports/minutes, as part of an 'outstanding actions' list.

**Crossrail** – the Barbican Association had attended the recent Crossrail meeting, where officers had raised residents' concerns. Full details would be added to the BA website. The Chairman of the Barbican Association (Jane Smith) advised that there would be an all residents meeting with Crossrail on 24 September 2013 (further details would be added to the BA website shortly). Residents challenged the 97% performance of the escalator and once again stressed that the City Surveyor should be represented at RCC meetings. The Deputy Chairman (Randall Anderson) advised that he has also raised this concern separately with the City Surveyor who had explained that, due to the breadth of areas covered by the City Surveyor's department, it was difficult to find a single representative who could represent the entire department. Eddie Stevens offered to liaise with them to ensure that residents' queries were answered, both inside and outside of Committee cycles.

**Barbican Cinema** (sound measurements) – The BA would be arranging a meeting with the Arts Centre shortly to resolve this matter.

#### Sustainability Working Party – Matters arising

**Residents Engineers** - Karen Tarbox advised that the restructure was almost complete and some jobs had been re-titled. Residents noted the long-term objective of multi-skilled resident engineers, with resources fitting demand and 24-hour service.

#### 4. **UPDATE REPORT**

This report updated residents on issues raised at the RCC/BRC meetings in January/February 2013. It also provided updates on other issues on the Estate.

Four residents had asked questions in advance (appended to these minutes) but there were further issues raised during the discussions.

**Service Charges** (Q1) - Eddie Stevens offered to facilitate meetings with house groups about the emerging Asset Management Strategy. The Chairman of the Barbican Association (Jane Smith) suggested an annual briefing meeting, particularly for the benefit of new RCC/House Group members.

**London Film School** (Q2) – Eddie Stevens offered to provide further details on the fit out. John Tomlinson (Deputy Chairman of the Barbican Centre Board) reminded residents that the London Film School had held a consultation meeting last year and were very mindful of residents' concerns.

**Beech Street Tunnel** – Residents noted that, given the volume of work required to achieve EU standards for the tunnel, the enhancements would be mainly cosmetic. Residents felt that the street cleaning standards in the tunnel were somewhat lacking.

**Beech Gardens** (Q. 6) – Eddie Stevens reminded residents that the podium had been leaking, intermittently, for the past 30 years. There had been numerous remedial works but no actual solution. Further to the possibility of litigation from Virgin Media, Members had insisted on a robust programme of works, with a 25 year guarantee. Residents asked if there could be an email broadcast, providing further information. Residents were reminded of the recent, comprehensive programme of public meetings (both lunchtime and evenings), which had been advertised widely around the estate as well as the recent email broadcast. Mr Anderson had met recently with the Department of Open Spaces to discuss the process for planning and consulting with residents on new planting and the new irrigation systems; which would be installed above the waterproof layer.

Some residents had noticed that the tiles being used in patch repairs were a poor size match. Karen Tarbox was investigating whether this had been due to a change in the specification or an ordering failure. Whilst noting the Planning Department's involvement, due to the listed building implications, Mr Anderson expressed concern about the accountability.

**Landscaping Working Group** – Randall Anderson offered to approach Bryer and John Trundle House Groups to seek representatives. Residents noted that Bryer Court would be consulted about irrigation water storage in the 02 driveway (Virgin Active loading bay).

**Work in progress** –Karen Tarbox agreed to check that Environmental Health had been consulted on the chlorination/public health aspects of the Dolphin fountain.

**Failure of chargeable services** (Q. 7) –Eddie Stevens agreed to investigate further with the City Solicitor.

**TV Network** – Randall Anderson had received the amended Licence last week; VFM is now proposing an SCR upgrade to allow greater capacity for packages such as sky plus without any change inside the flats for those who do not wish to receive any new services and fibre installed to all flats for the provision of high speed internet. The new fibre optic system would be being installed throughout the estate, with boxes provided only to those residents wishing to subscribe to enhanced packages. Whilst there would be no additional charge for the boxes, the subscription package had not been clarified. Residents noted that none of the City's SLAs had been changed and the Working Party would consider the latest proposal in the next couple of weeks.

**Frobisher Crescent** (Q.8) – The Frobisher resident was very happy with the response (set out in the appendix).

**2 Fann Street – former YMCA site** – A report would be presented to the BRC on 17 June proposing high end, private residential use, subject to planning permission.

**Concrete repairs** - The minutes of the meeting between the Chairmen of the RCC, BA, BRC and Bickerdike Allen were set out at Item 5. The Chairman of the BA advised that they were not yet in a position to respond and, therefore the BRC in September would receive a full report and recommendation.

**Sustainability Working Party (Energy Savings)** – Eddie Stevens advised that the current supplier of electricity for the under floor heating were no longer willing to supply electricity on the current tariff after the next heating season. The Energy Team would be starting the tendering process and the Energy Manager (Paul Kennedy) would be invited to the next Sustainability Working Party. The BRC would receive a report in September, seeking direction.

RECEIVED

5. **MINUTES FROM THE MEETING TO DISCUSS THE CONCRETE REPAIRS**  
Members noted the minutes of the meeting to discuss the concrete repairs on the Barbican Estate. This had taken place on 30 April and was attended by the Deputy Chairman of the BRC, the Chairman of the BA, the Chairman and Deputy Chairman of the RCC, Barbican Estate Officers and the concrete specialists, Bickerdike Allen. This was discussed as part of the Update Report (item 4, above).

6. **SLA REVIEW JANUARY 2013 - MARCH 2013**  
This report updated Members of the review of the Estate wide implementation of the Service Level Agreements (SLAs) for the quarter January to March 2013. The report detailed comments from the House Officer and the Resident Working Party and an on-going action plan for each of the five Service Level Agreements.

Whilst accepting that the ivy had been removed due to the damage it causes to concrete, residents asked that a suitable alternative be sourced in order to preserve the local wildlife habitat.

RECEIVED

7. **EXTENSION OF WINDOW CLEANING CONTRACT**  
This report sought BRC approval for an extension of the existing Window Cleaning Services Contract for a period of 12 months, and thereafter on a monthly basis, to synchronise with the end of the 3 year period of the COL cleaning contract and the tendering of the total works. Residents were assured that the specification would be to existing or enhanced standards.

RECEIVED

8. **BAGGAGE STORES/RELOCATION OF STAFF**  
This report sought BRC approval to progress with installation of the baggage stores and staff relocation.

RECEIVED



9. **SALES REPORT**

This report advised residents/members of the sales and lettings which had been approved by officers since the last meeting.

RECIEVED

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

See appendix

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

There were no items of urgent business

The meeting ended at 8.40 pm

**The meeting closed at time not specified**

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Chairman

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**RESIDENTS CONSULTATION COMMITTEE (RCC) 3 JUNE 2013 –  
PRE COMMITTEE QUESTIONS RAISED BY RCC MEMBERS**

**Q1. Page 19 of papers - Question relating to RCC Annual Review – item 4 - costs**

**Please may we have a fuller report about the costs and nature of Repairs and to what extent the estimated and actual costs cover what is required to maintain a high standard of repair on the Barbican Estate.**

(Some residents ask for a more detailed report of what is covered under General Repairs particularly, but also what is covered under Technical Services.

Residents are anxious to maintain a high level of quality repairs to their block. Some residents have expressed a firm view that they are not seeking for reduced expenditure in this sphere. There is therefore concern if there is an apparent underspend on General Repairs when the Actual cost is compared with the Estimate. There is also concern if there is an overspend in Actual Cost in one year which is not reflected in the Estimate for the next year.)

**Q2. Page 23 of papers - London Film School (LFS) development under Breton House**

**- do we have a schedule for when they will begin works?**

*A. Planning for LFS to take the space and begin their fit out in first half of 2014.*

**Q3. Page 23 of papers - State of the podium tiles and benches**

*- keep up the good work on the tiles, but please do not slacken off – **Comment only***

**Q4. Page 23 of papers - when will the gashes carved in the tiles between Ben Jonson House and Breton House be repaired?**

*A. These works will be carried out during the last 2 weeks of June*

**Q5. Page 23 of papers - when will the decision finally be made to get rid of the universally unpopular benches?**

*A. The Transportation and Public Realm Director is finalising the consultation questionnaire on the seating/planting project for a circulation for a 4 week consultation commencing in June, with the results (if applicable) reported to the Streets & Walkway Committee.*

**Q6. Page 32 of papers - Beech Gardens**

**- some concerns were raised as to the management of the**

project which must have foreseen some of the delays - **Comment only**

*- it is hoped that similar delays will not be countenanced if similar works are carried out elsewhere on the podium - **Comment only***

**Q7. Page 34 of papers - Does the Corporation accept the principle that when it has contracted to supply services recovered by service charges but fails to do so (eg. non-availability of lifts or 24 hour CP attendants) for whatever period and for whatever excuse it should refund pro rata to leaseholders affected the appropriate part of the charges levied, since normal principles of equity as well as the law of set off require this?**

**Q8. Page 35 of papers - Can I please request a report on the water/heating system for Frobisher Crescent? Specifically, we would like to know the progress the City is making to ensure that the water/heating system will be fit for purpose after the 2013 winter?**

**A.** *“Heating and Domestic Hot Water for the Frobisher Crescent apartments is supplied by gas fired central heating boilers (3 No.) and the primary heating to each apartment is supplied via distribution pipework. Each apartment has a local hot water calorifier equipped with an electric immersion heater, as back up to the boiler primary feed, to supplement the resident’s need for domestic hot water.*

*As a result of a number of outages of the system following completion, the City Surveyor commissioned a specialist consultant (Sir Frederick Snow and Partners) in 2012 to undertake an independent review of the design and installation. Sir Frederick Snow considered the system design a reasonable concept for this type of building use adding that the system appeared to be completed to an acceptable standard of installation and workmanship and that the specification for materials and finishes were also reasonable. With three boilers working in series and duplicate main circulation pumps, a total failure of these systems was unlikely and they suggested that failure of the heating and domestic hot water for extended periods could be as a result of component failure/malfunction. Sir Frederick Snow recommended more intensive maintenance and repair response procedures which UHL have subsequently put in place, via DSL, a sub-contractor to them. DSL intend to carry out a health check on all the apartments, planned to take place outside the heating season, provisionally during July 2013.*

*UHL as developers have yet to formally offer the system as complete and the City has confirmed to them that we will not accept handover of the heating system until it has benefitted from a 'failure free' winter period. As there were incidences during the 2012/13 winter period it has been agreed that this will be reviewed 2013/14*

*The system installed is fully backed by both UHL warrantees as Main Contractor and in turn the warrantees provided by their M&E Consultants who designed the system in line with the performance requirements.*

*Senior UHL Board members continue to monitor the system's performance".*

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# Agenda Item 4

|  |                                       |
|--|---------------------------------------|
| <b>Committee(s):</b>   | <b>Date(s):</b>                       |
| Barbican Residents' Consultation Committee<br>Barbican Residential Committee   | 2 September 2013<br>16 September 2013 |
| <b>Subject:</b>  | <b>Public</b>                         |
| Barbican Estate – Concrete Investigation and Repairs   |                                       |
| <b>Report of:</b>  | <b>For Decision</b>                   |
| Director of Community and Children's Services  |                                       |
| <b><u>Summary</u></b>  |                                       |
| <p>1. This report follows the resolution of the Court of Common Council on 19 April 2012 requesting your Committee to consider the question raised by the Ward of Cripplegate, Within and Without that the City, as landlord, should not charge the cost of the work to the three Barbican towers to long leaseholders. This report provides a background as to why the work was necessary and evaluates whether the work can be considered to be the making good of a structural defect in the original construction.</p> |                                       |
| <b>Recommendations</b>   |                                       |
| <p>2. That the Barbican Residential Committee is asked to consider this report and agree the conclusion that the works are not the rectification of a structural defect, but rather general repairs and maintenance, and that the lease stipulates that such work is recoverable through the service charge.</p>   |                                       |

## **Main Report**

### **Background**

3. Your Committee received a report in March 2012 regarding the results of the concrete investigation and repair works which had been necessary to be undertaken to the three Barbican Towers. The general conclusion was that the concrete had been assessed to be in remarkably good condition for its age and that further works of this nature should not be necessary for 20 to 30 years.
4. On 19 April 2012, the following resolution was made from the Ward of Cripplegate, Within & Without to the Court of Common Council :
  - i. "Since the recent testing and remedial works to the concrete in the three Barbican Tower Blocks relate to structural matters, Barbican residents take the view that the costs for

these works should be borne by the Landlord i.e. the City of London Corporation and not Long Lessees of the Barbican Estate. Does the Corporation not agree that this is a reasonable and correct assumption of Barbican residents? On what basis does the Corporation arrive at a different conclusion to residents and furthermore, what provision of the lease would justify charging Long Lessees for these works?”

It was resolved by the Court that the resolution be referred to the Barbican Residential Committee for consideration.

Following this resolution and a request by the BA to defer the final report, to enable further consideration to be given by the BA, a request for additional information was received from the Barbican Association in January 2013. The Questions and Officer’s responses are provided in appendix B.

A follow up meeting took place on 30<sup>th</sup> April 2013, chaired by the BRC Deputy Chair – Mr Gareth Moore with representatives from the BA, RCC and City of London Officers, Bickerdike Allen Partners and Dr J Broomfield. Please see Appendix C – minutes of meeting 30<sup>th</sup> April 2013.

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

5. Following the safe removal of a loose section of concrete to Shakespeare Tower in June 2011, consultants Bickerdike Allen Partners were called in to provide specialist advice. Following receipt of their recommendations, arrangements were put in place to inspect all three Towers for loose concrete fragments due to the potential health and safety risk, and tests carried out to determine the condition of the concrete generally.
6. As the estimated cost of the work exceeded the statutory limit for leaseholders’ contributions, a statutory consultation notice was issued to leaseholders concerning the investigative works. A further notice was despatched, when the extent and cost of the repairs became known, following the examination and report by the Engineers. In July 2013 the City of London sought and obtained dispensation from further consultation from the Leasehold Valuation Tribunal (LVT), under section 20ZA of the Landlord and Tenant Act 1985, in relation to the works undertaken thus far and the retention of Structural Renovations for the forthcoming finishing works



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

7. The term “structural defect” in this context relates to the original Housing right to buy legislation which stipulated that a local authority landlord could not recover the cost of correcting such defects from leaseholders. However, these costs could be recovered if the purchaser of the flat had been informed of the defect before the purchase or, if the defect did not become apparent to the landlord until at least 10 years after the sale.
8. For comparison purposes, in the case of the renewal of the Barbican roofs, carried out in the 1990’s, the City Corporation agreed that it would pay for the cost of correcting structural defects as it was clear that a number of problems were caused by inadequate design or workmanship and these had been evident from the building’s original completion. The cost of renewing building components associated with the defects that had failed through normal wear and tear were however recovered through the service charge provisions contained in the lease.

### **The nature of the concrete repairs identified**

9. The results of the technical investigation carried out by the engineers have been analysed by consultants Bickerdike Allen Partners and their report is attached as Appendix A. In general terms, the repairs were entirely expected and usual for buildings of this age and, following laboratory analysis, the concrete was found to be of very high quality. The isolated problems discovered were typical of a building which is over 40 years old and were very minor in relation to the overall amount of exposed concrete. In contrast, an example of a problem discovered with older concrete buildings was the use of high alumina cement during construction which eventually results in a weakening of the concrete; fortunately this material was not used in Barbican concrete.
10. The repairs required were of a cosmetic nature rather than structural – i.e. they did not adversely affect the load bearing capacity – although they had to be classified as essential due to the health and safety risk. It is accepted that all elements of a building will deteriorate over time, and it is reasonable to expect that periodic inspection and maintenance work of this nature will be required to keep the property in good condition for the future.
11. Replacement of the Barbican roofs, which were known not to be fit for purpose, as they were leaking from the outset due to incorrect design, can be distinguished from the works to the concrete, which do not amount to works to make good a structural defect, but are works necessary to effect repairs and maintenance.

## **Corporate & Strategic Implications**

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

## **Legal Implications**

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

## **Conclusion**

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

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

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

### **Background Papers:**

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

### **Appendices**

Appendix A – Bickerdike Allen report dated 16 March 2012

Appendix B – Response to BA questions Jan 2013

Appendix C – Minutes of meeting 30<sup>th</sup> April 2013

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

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

**16 March 2012**

**Prepared for: City of London Corporation**

**0 Summary**

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

**1 Introduction**

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

**2 The need for the survey**

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

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

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

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

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

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

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

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

### **3 The survey**

3.1 The survey was undertaken in two distinct parts –

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

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

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

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

### **4 Results**

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

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

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



Table 1 Reported concrete test results

The Elements tests are illustrated in Figure 1.

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

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

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

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

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

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

**Depth of cover**

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

**Depth of Carbonation**

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

**Chloride content**

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

**Half cell potential and Resistivity**

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

**5 Remedial works**

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

**6 Review of the test reports**

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

**7 Further investigations**

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

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



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



**R Jowett  
Partner  
Bickerdike Allen Partners**

Figure 1  
Elements of the buildings







Round Columns

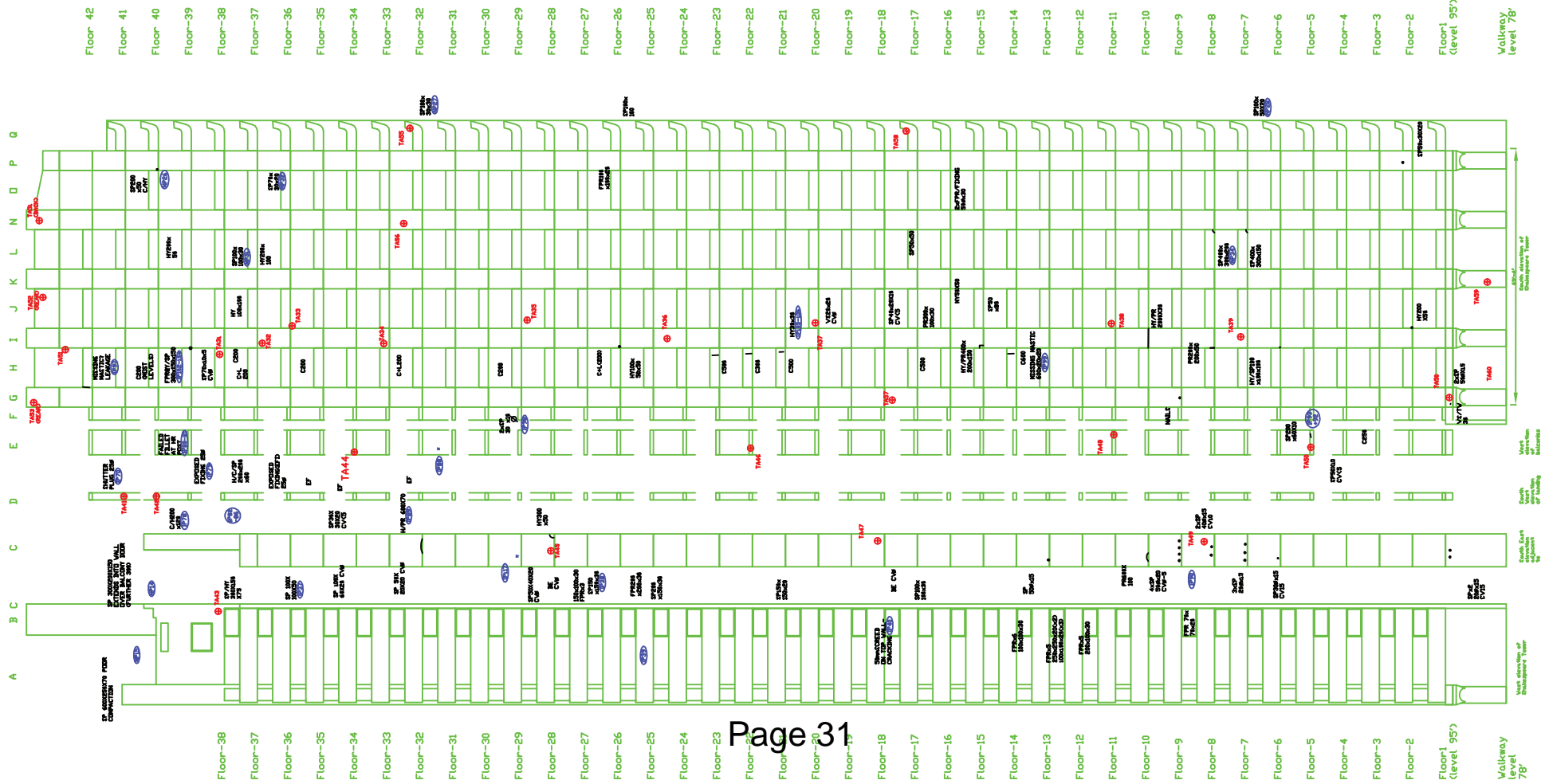


**APPENDIX A**

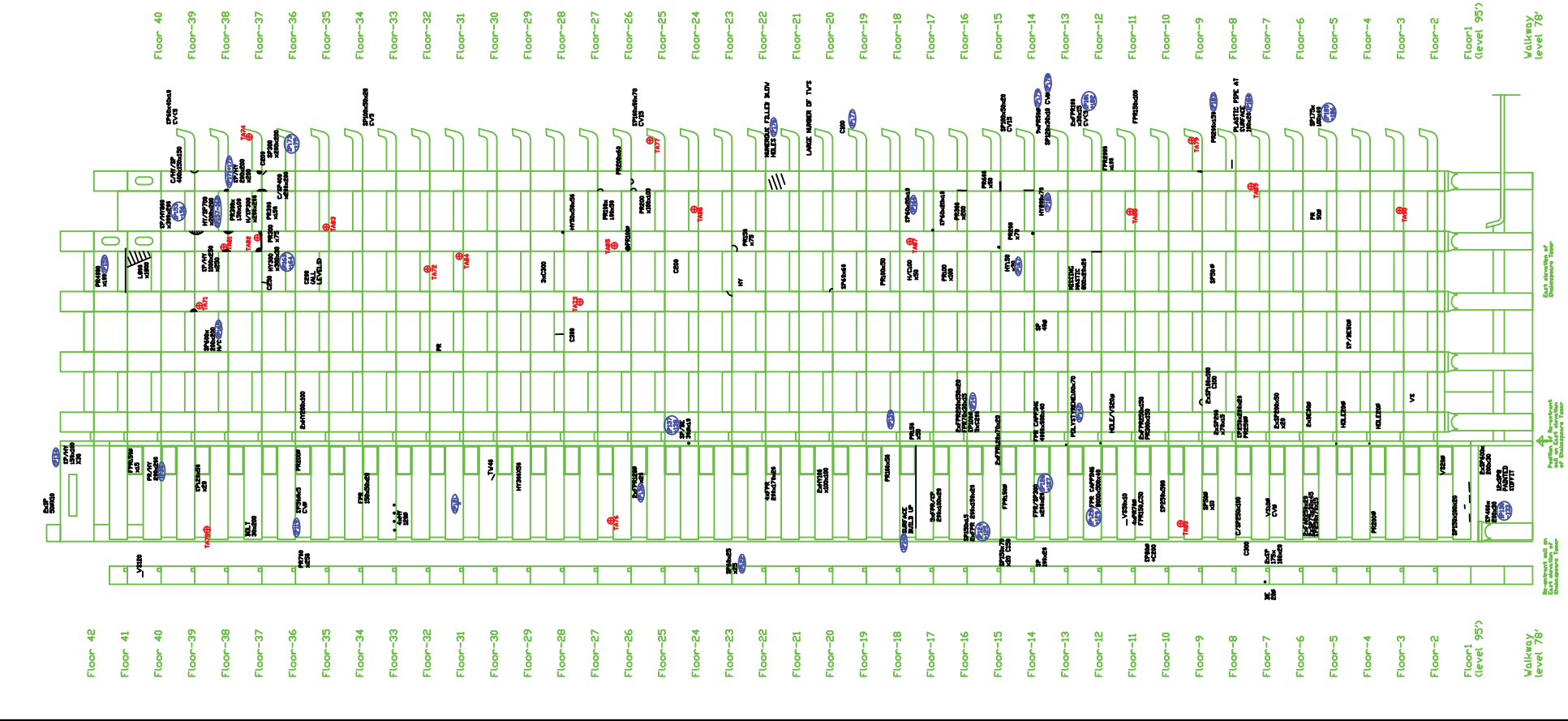
**SURVEY RESULTS FOR SHAKESPEARE, CROMWELL  
& LAUDERDALE TOWERS**

## LEGEND

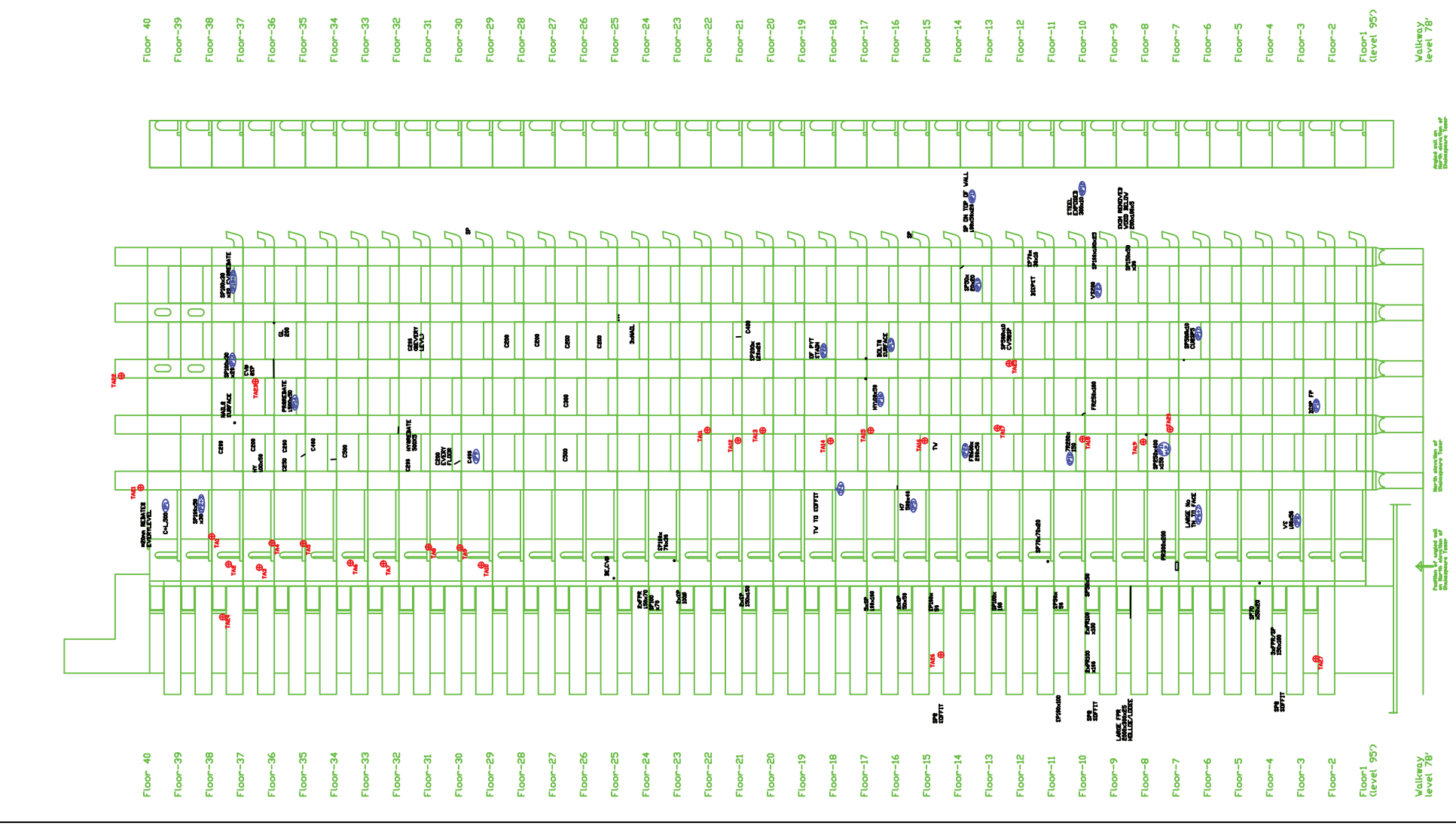
|     |  |
|-----|--|
| TA  | Test Area Location and Reference       |
| ⊕ S | Sample Location and Reference          |
| CV  | Depth of Cover (mm)                    |
| BWK | Brickwork                              |
| CB  | Depth of Carbonation (mm)              |
| C+P | Clean and Passive Steel  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



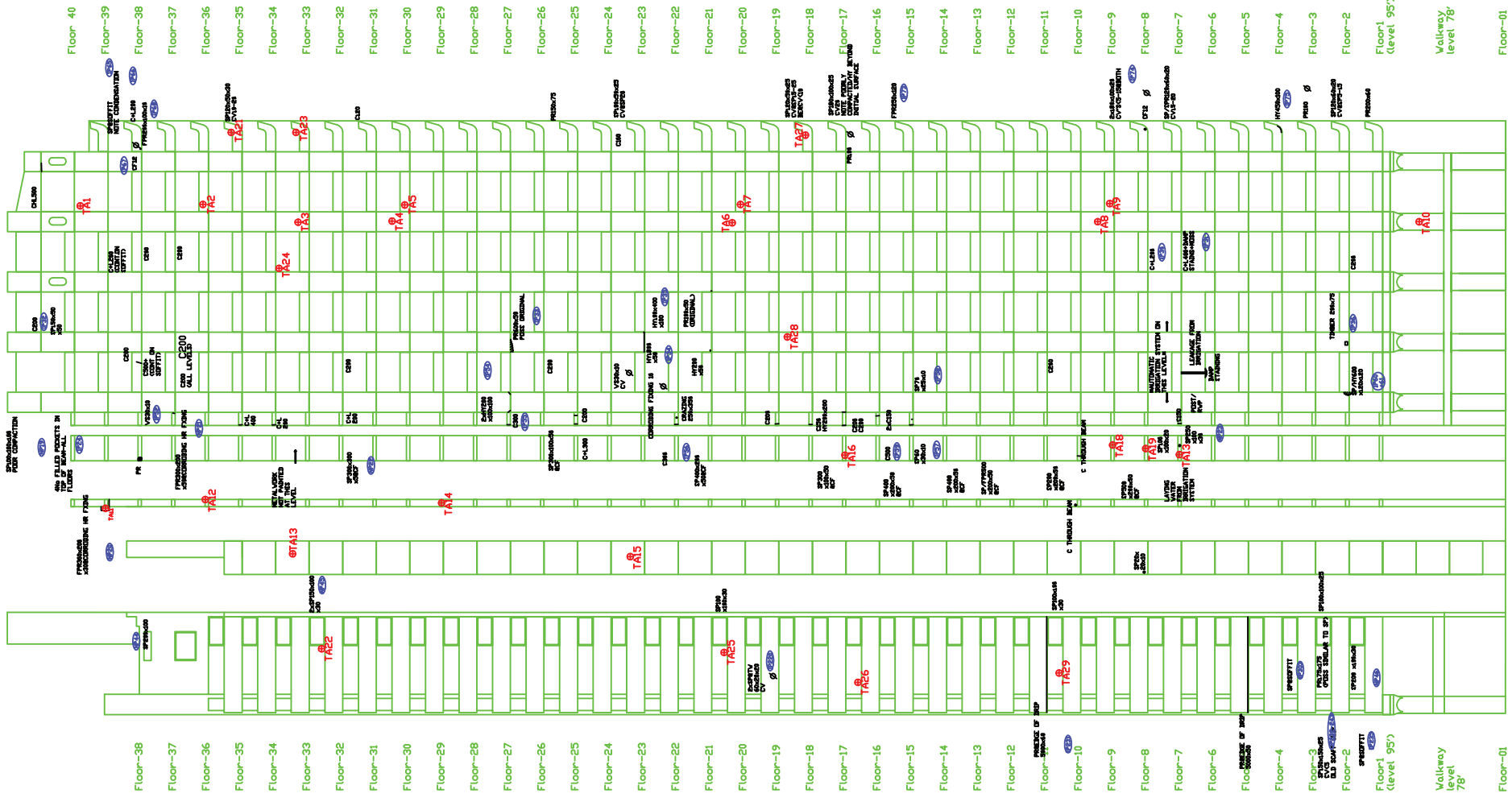
SHAKESPEARE ELEVATION A - SOUTH



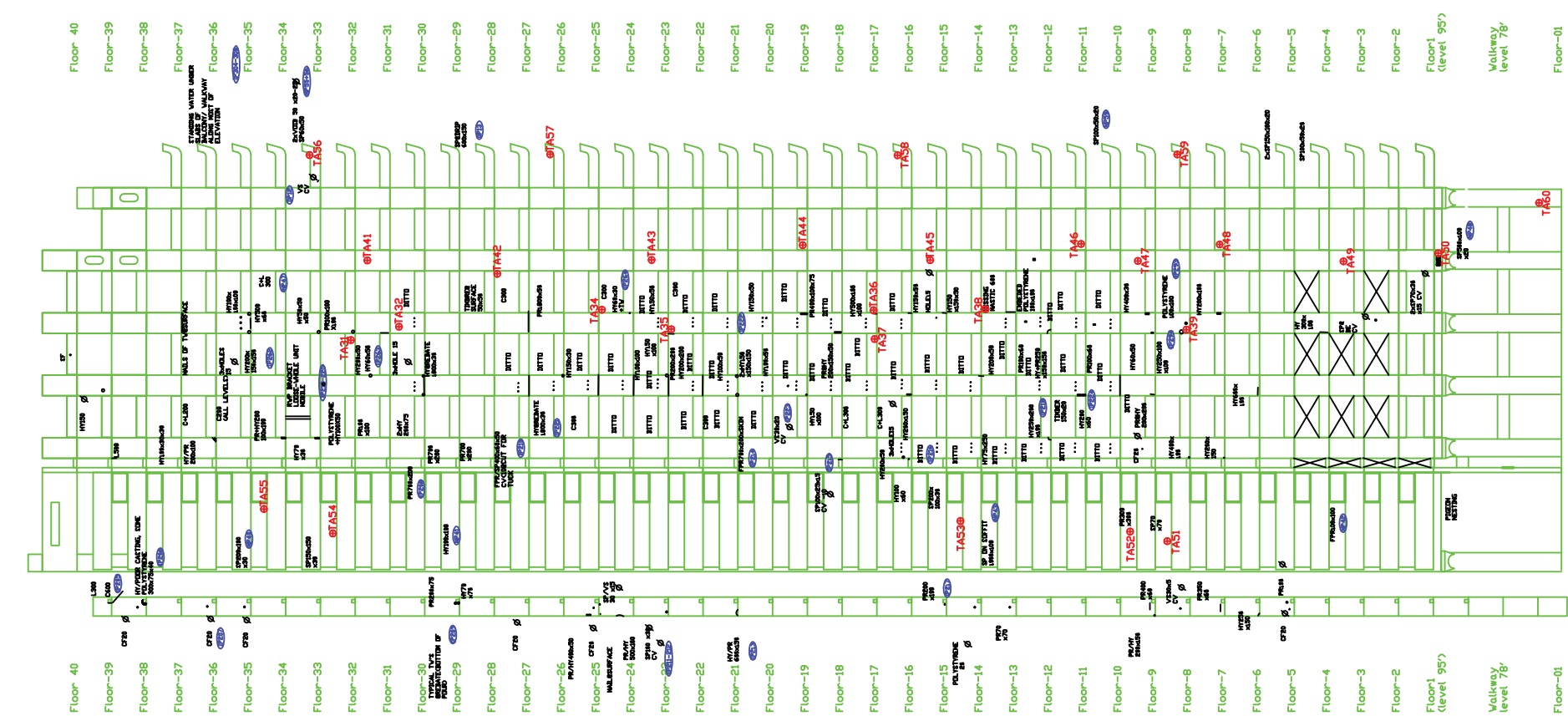
SHAKESPEARE ELEVATION B - EAST



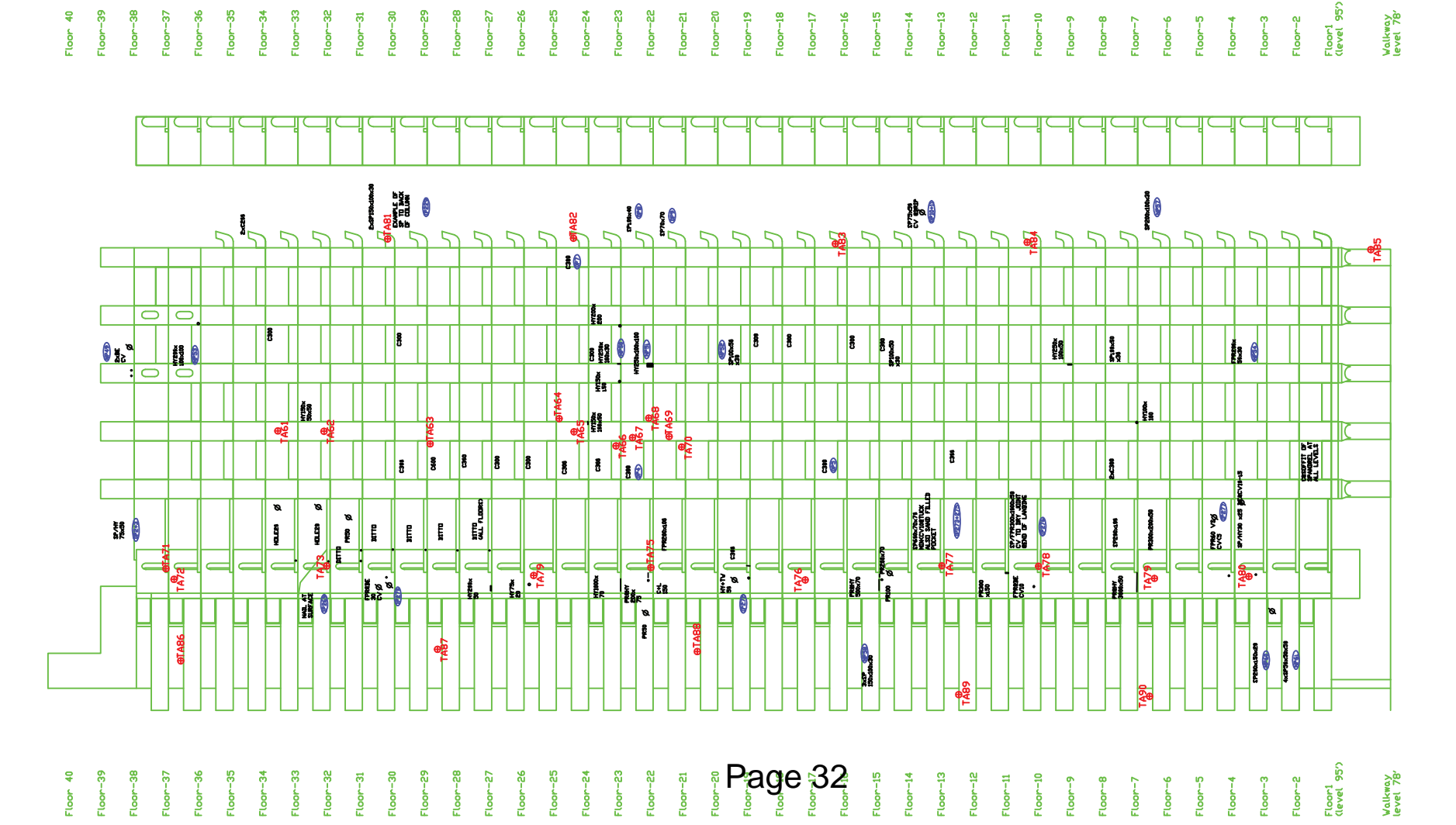
SHAKESPEARE ELEVATION C - NORTHWEST



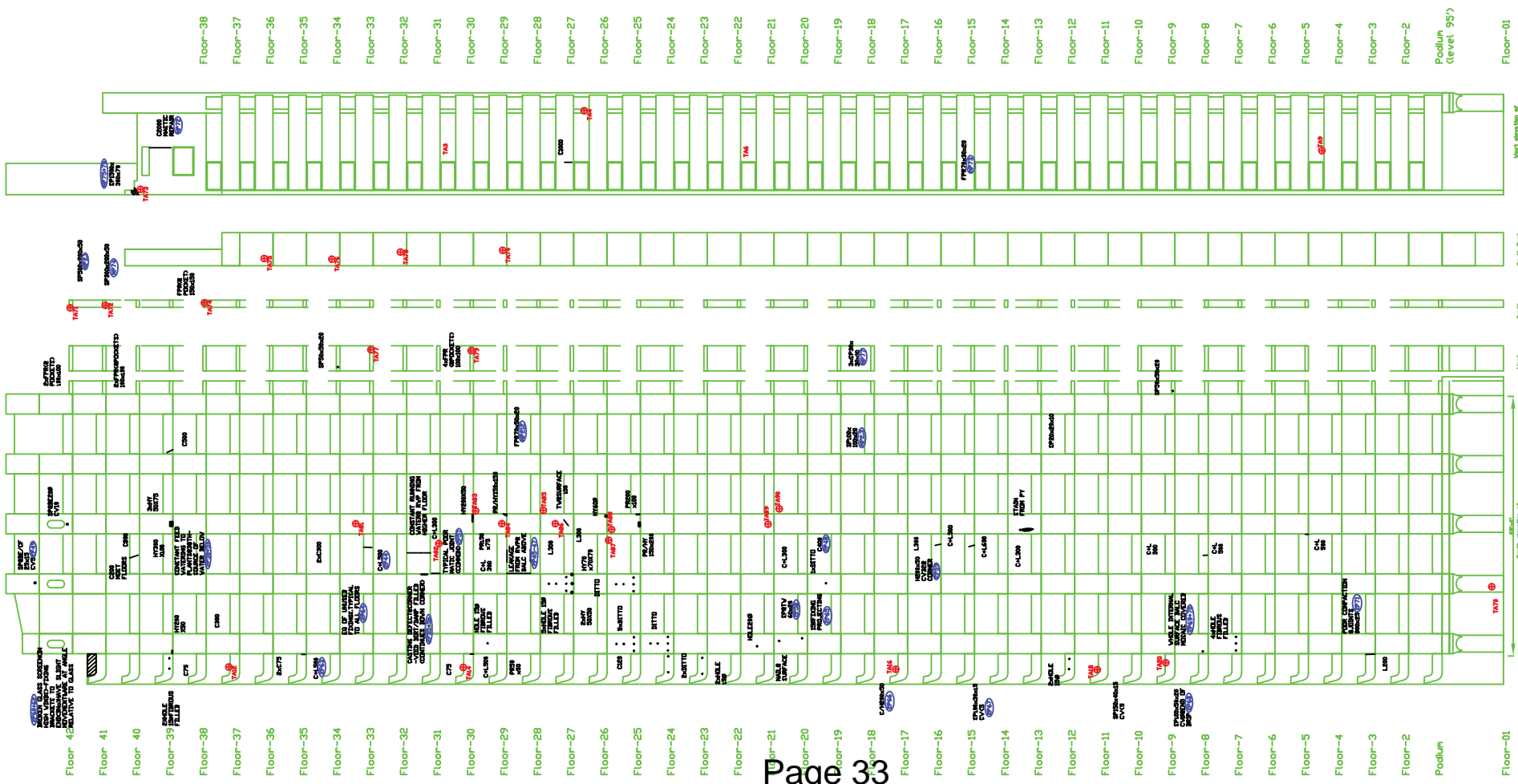
CROMWELL ELEVATION C - SOUTHWEST



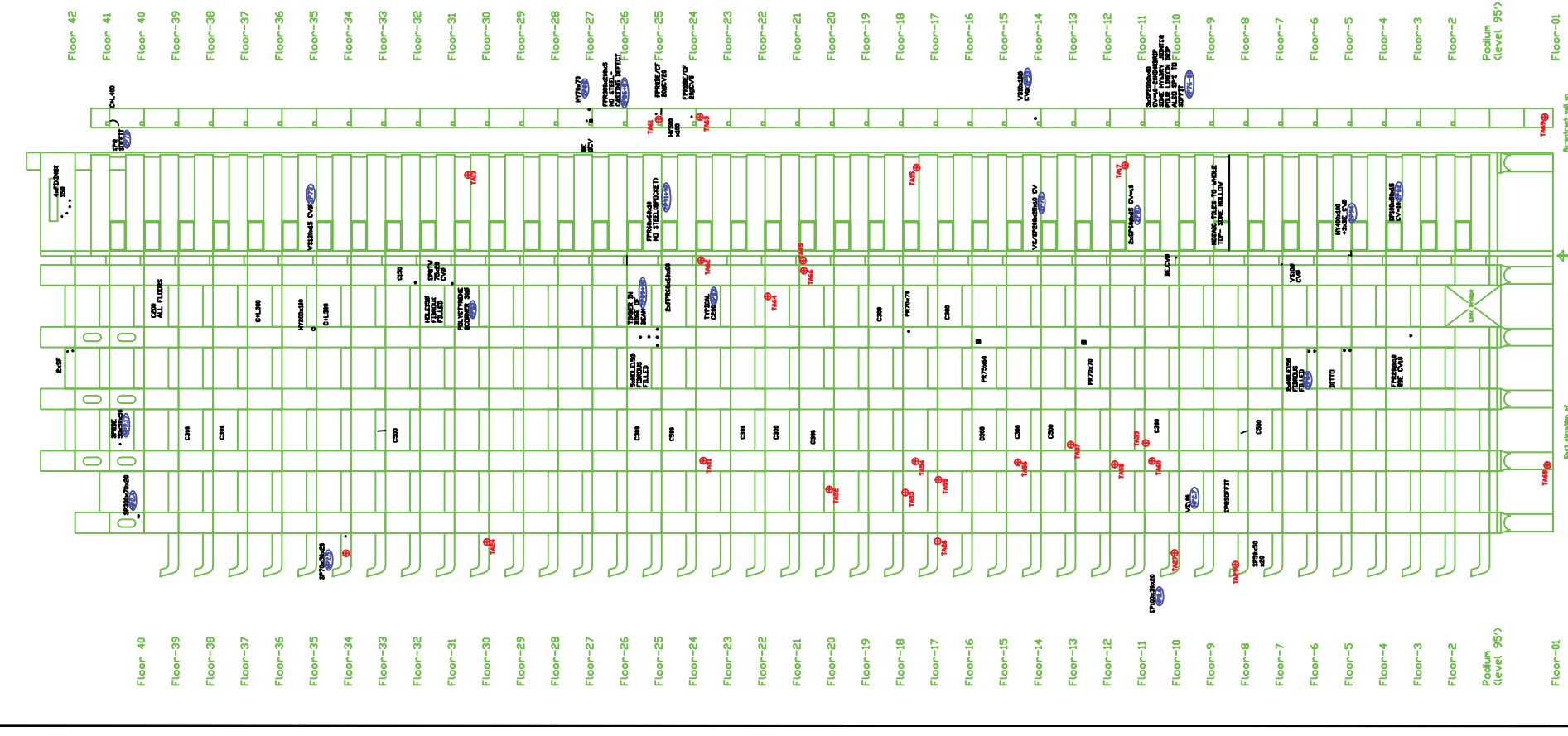
CROMWELL ELEVATION B - NORTH



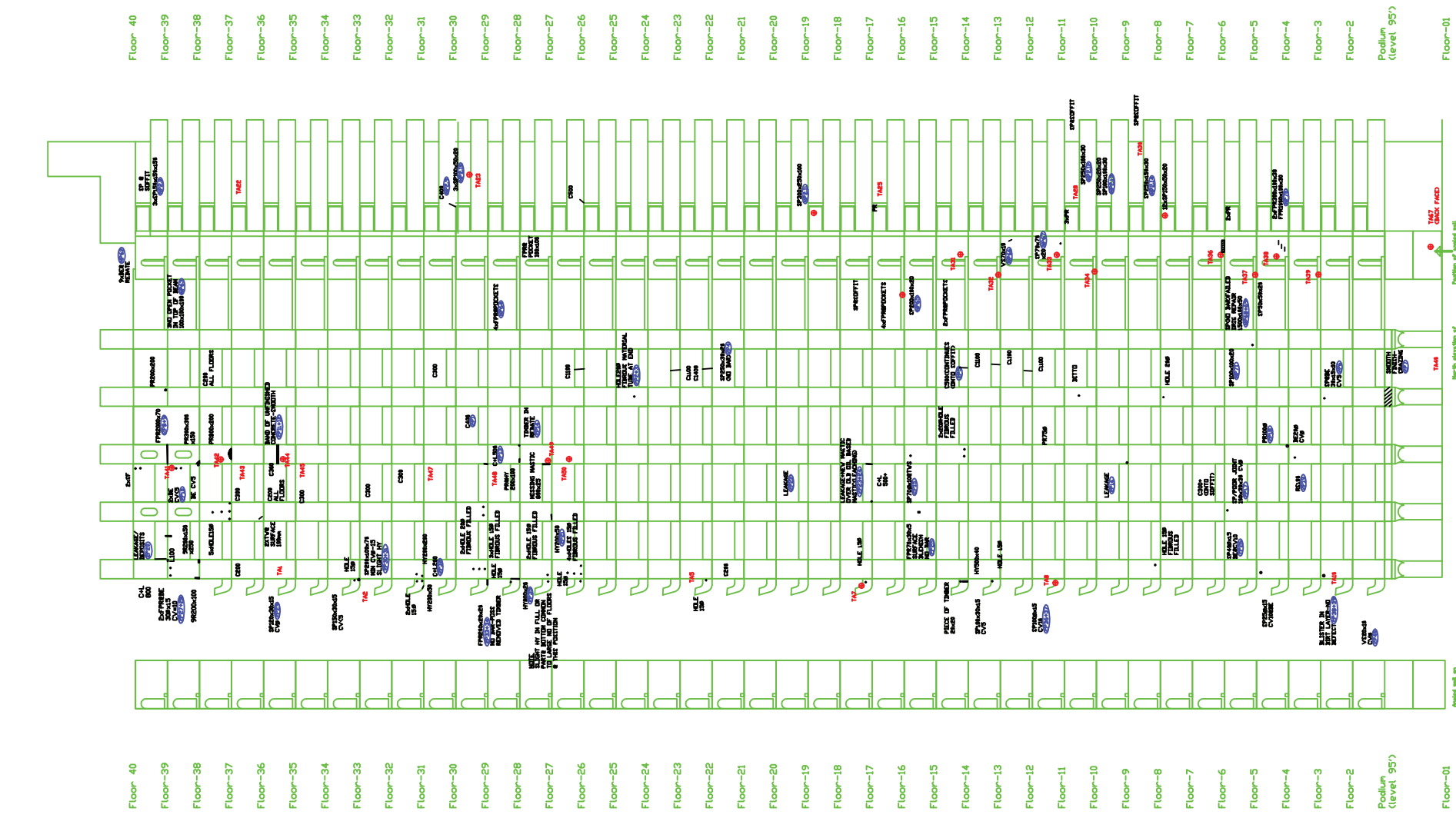
CROMWELL ELEVATION A - EAST



LAUDERDALE ELEVATION - WEST



LAUDERDALE ELEVATION - NORTH



LAUDERDALE ELEVATION - SOUTH-EAST

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

It is clear to residents that section 20 notices no longer provide long leaseholders with the level of consultation that they need and are entitled to (as major payers) about major works. Such consultation needs to include much more initial discussion of the details of the work, its rationale, its specification, and the methods of working. We trust that the BRC will not consider further the report it already has before it until we have had a chance to discuss these issues with you and your officers. We will, of course, make ourselves available for a meeting at your earliest convenience.



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

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

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

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

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

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

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## 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.

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

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

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

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

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

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

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

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

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

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

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

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

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

**Summary**

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

## **Recommendation**

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

## **Main Report**

### **Background**

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

### **Current Position**

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

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

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

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

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

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

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

### **Financial Implications**

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

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

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



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

### **Legal Implications**

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

### **Consultees**

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

### **Contact:**

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# Agenda Item 6

|   |                        |
|---|------------------------|
| <b>Committee(s):</b>  | <b>Date(s):</b>        |
| Residents' Consultation Committee                                     | 2 September 2013       |
| Barbican Residential Committee  | 16 September 2013      |
| <b>Subject:</b>   | <b>Public</b>          |
| 2012/13 Revenue Outturn   |                        |
| <b>Report of:</b>   | <b>For Information</b> |
| The Chamberlain and the Director of Community and Children's Services |                        |

## Summary

1. This report compares the revenue outturn for the services overseen by your Committee in 2012/13 with the final agreed budget for the year. Total net expenditure during the year was £118,000, whereas the total agreed budget was net expenditure of £368,000, representing an underspend of £250,000. This is summarised in the table below:

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

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

## Recommendations

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

## Main Report

### Revenue Outturn for 2012/13

5. Actual net revenue expenditure for your Committee's services during 2012/13 totalled £118,000. A summary comparison of this expenditure with the final agreed budget for the year of £368,000 is tabulated below. In the various tables, figures in brackets indicate income or in hand balances, increases in income or decreases in expenditure.

| <b>Summary Comparison of 2012/13 Revenue Outturn with Final Agreed Budget</b> |                                     |                                 |   |
|---|-------------------------------------|---------------------------------|---|
|   | <b>Final Agreed Budget<br/>£000</b> | <b>Revenue Outturn<br/>£000</b> | <b>Variations Increase/<br/>(Decrease)<br/>£000</b> |
| The Director of Community and Children's Services                             |                                     |                                 |   |
| Local Risk  |                                     |                                 |   |
| Expenditure   | 9,106                               | 8,646                           | (460)   |
| Income  | <u>(11,415)</u>                     | <u>(11,138)</u>                 | <u>277</u>  |
| Total   | (2,309)                             | (2,492)                         | (183)   |
| Central Risk  | (916)                               | (955)                           | (39)  |
| Recharges   | 3,593                               | 3,565                           | (28)  |
| <b>Total</b>  | <b>368</b>                          | <b>118</b>                      | <b>(250)</b>  |

6. Annex A provides more detail and explanations of variations for local risk, central risk and recharges, with explanations of variances over £50,000.
7. Annex B analyses, in greater detail, the variations on repairs, maintenance and improvements.
8. Annex C presents the outturn information in the format requested by the Residents' Consultation Committee and compares the outturn for 2012/13 with the outturn for the previous year and to the final agreed budget for 2012/13.

### **Local Risk Carry Forward 2012/13**

9. Chief Officers can request underspends of up to 10% or £500,000 (whichever is the lesser) of the final agreed local risk budget to be carried forward, provided the underspending is not fortuitous and the resources are required for a planned purpose. Such requests are subject to the approval of the Chamberlain in consultation with the Chairman and Deputy Chairman of the Resource Allocation Sub Committee.
10. Overspendings are normally carried forward in full and are to be met from agreed 2012/13 budgets.
11. Including the Community and Children's Services Committee, the Director of Community and Children's Services' overall local risk underspend was £0.804m of which £500,000 (the maximum permitted) has been approved for carry forward to 2013/14.

Chris Bilsland

Ade Adetosoye

Chamberlain

Director of Community &  
Children's Services

**Contact:**

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

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

**LOCAL RISK**

Reasons

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

**Reasons for Significant Variations**

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

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

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

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

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BARBICAN RESIDENTIAL COMMITTEE - PROGRAMME OF REPAIRS, MAINTENANCE AND IMPROVEMENTS

| ITEM | PROJECT  | 2012/13 Final<br>Agreed Budget | 2012/13<br>Revenue<br>Outturn | Increase/<br>(Decrease) | <u>COMMENTS ON VARIATIONS IN EXCESS OF £20,000</u>   |
|------|--|--------------------------------|-------------------------------|-------------------------|--|
|      |  | £000                           | £000                          | £000                    |  |
|      | <b><u>SUPERVISION AND MANAGEMENT HOLDING ACCOUNT</u></b> |                                |                               |                         |  |
| 1    | Breakdown & emergency/contract servicing                 | 9                              | 5                             | (4)                     |  |
|      | <b>TOTAL SUPERVISION AND MANAGEMENT</b>                  | <b>9</b>                       | <b>5</b>                      | <b>(4)</b>              |  |
|      | <b><u>SERVICE CHARGE ACCOUNT</u></b>                     |                                |                               |                         |  |
| 2    | Breakdown & emergency/contract servicing                 | 1,309                          | 1,216                         | (93)                    | Repairs demand led   |
| 3    | Redecorations programme - works                          | 208                            | 177                           | (31)                    | Reduced requirement against the budget   |
| 5    | Upgrade safety/security installations                    | 63                             | 62                            | (1)                     |  |
| 6    | Water supply works                                       | 61                             | 31                            | (30)                    | Contingency budget not fully required.   |
|      | Concrete repairs   | 156                            | 67                            | (89)                    | Some works deferred due to listed building consent and restrictions put in place by Natural England regarding access to external areas |
|      | Electrical testing                                       | 10                             | 0                             | (10)                    |  |
|      | Asbestos encapsulation                                   | 40                             | 21                            | (19)                    |  |
|      | Residual current device socket outlet                    | 11                             | 6                             | (5)                     |  |
|      | Emergency Lighting to stairs, corridors and plant rooms  | 35                             | 29                            | (6)                     |  |
| 12   | Consultants  | 8                              | 0                             | (8)                     |  |
| 13   | Asset Management   | 15                             | 0                             | (15)                    |  |
| 14   | Mastic Works   | 10                             | 0                             | (10)                    |  |
|      | <b>TOTAL SERVICE CHARGE ACCOUNT</b>                      | <b>1,926</b>                   | <b>1,609</b>                  | <b>(317)</b>            |  |

BARBICAN RESIDENTIAL COMMITTEE - PROGRAMME OF REPAIRS, MAINTENANCE AND IMPROVEMENTS

| ITEM | PROJECT                                       | 2012/13 Final<br>Agreed Budget | 2012/13<br>Revenue<br>Outturn | Increase/<br>(Decrease) | <u>COMMENTS ON VARIATIONS IN EXCESS OF £20,000</u> |
|------|---|--------------------------------|-------------------------------|-------------------------|--|
|      |   | £000                           | £000                          | £000                    |  |
|      | <b><u>SERVICES AND REPAIRS - LANDLORD</u></b> |                                |                               |                         |  |
| 16   | Breakdown & emergency/contract servicing      | 269                            | 221                           | (48)                    | Repairs demand led                                 |
| 17   | External redecorations - Soffits (70%)        | 6                              | 10                            | 4                       |  |
|      | Estate Signage                                | 10                             | 7                             | (3)                     |  |
| 18   | Asbestos works                                | 0                              | 5                             | 5                       |  |
| 19   | Upgrade safety/security installations         | 0                              | 3                             | 3                       |  |
|      | <b>TOTAL SERVICES AND REPAIRS - LANDLORD</b>  | <b>285</b>                     | <b>246</b>                    | <b>(39)</b>             |  |
|      | <b><u>CAR PARKING</u></b>                     |                                |                               |                         |  |
| 20   | Breakdown & emergency/contract servicing      | 144                            | 146                           | 2                       |  |
|      | <b>TOTAL CAR PARKING</b>                      | <b>144</b>                     | <b>146</b>                    | <b>2</b>                |  |

BARBICAN RESIDENTIAL COMMITTEE - PROGRAMME OF REPAIRS, MAINTENANCE AND IMPROVEMENTS

| ITEM | PROJECT                                  | 2012/13 Final<br>Agreed Budget | 2012/13<br>Revenue<br>Outturn | Increase/<br>(Decrease) | <u>COMMENTS ON VARIATIONS IN EXCESS OF £20,000</u> |
|------|--|--------------------------------|-------------------------------|-------------------------|--|
|      |  | £000                           | £000                          | £000                    |  |
|      | <b>STORES</b>                            |                                |                               |                         |  |
| 21   | Breakdown & emergency/contract servicing | 6                              | 4                             | (2)                     |  |
|      | <b>TOTAL STORES</b>                      | <b>6</b>                       | <b>4</b>                      | <b>(2)</b>              |  |
|      | <b>TRADE CENTRE</b>                      |                                |                               |                         |  |
| 22   | Breakdown & emergency/contract servicing | 111                            | 101                           | (10)                    |  |
|      | <b>TOTAL TRADE CENTRE</b>                | <b>111</b>                     | <b>101</b>                    | <b>(10)</b>             |  |
|      | <b>OTHER NON-HOUSING</b>                 |                                |                               |                         |  |
| 23   | Breakdown & emergency/contract servicing | 2                              | 0                             | (2)                     |  |
|      | <b>TOTAL OTHER NON HOUSING</b>           | <b>2</b>                       | <b>0</b>                      | <b>(2)</b>              |  |
|      | <b>GRAND TOTAL BARBICAN RESIDENTIAL</b>  | <b>2,483</b>                   | <b>2,111</b>                  | <b>(372)</b>            |  |

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## Total Barbican Residential Revenue Accounts

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



## Supervision & Management Holding Account

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

## Service Charge Account

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



## Landlords Services

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

## Car Parking

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

## Stores

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

## Trade Centre

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

## Other Non Housing

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

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| <b>Committee(s):</b><br>Residents' Consultation Committee  | <b>Date(s):</b><br>02 September 2013 |
| <b>Subject:</b><br>Relationship of the Barbican Residential Committee Outturn Report to Service Charge Schedules   |                                      |
| <b>Report of:</b><br>Director of Community and Children's Services   | <b>Public</b>                        |
| <b>Ward (if appropriate):</b>  |                                      |
| <b><u>Executive Summary</u></b>  |                                      |
| <p>This report seeks to clarify how the Service Charge division of service in the 2012/13 Revenue Outturn Report relates to the service charge schedules provided to long lessees.</p> |                                      |
| <p><b><u>Recommendation</u></b><br/>That the report be noted.</p>  |                                      |

## **Main Report**

### **BACKGROUND**

1. This report is presented annually to this Committee to demonstrate the relationship of the Corporate outturn report on the revenue expenditure and income for the Barbican Estate with the service charge made to residents.

### **THE OUTTURN REPORT**

2. The report comprises revenue expenditure and income that has been properly identified and coded to the Barbican Estate on the City of London's general ledger system (known as CBIS). The general ledger also records capital expenditure but this is generally not included in outturn reports to City of London Committees as such expenditure is the subject of separate control arrangements. The revenue and capital expenditure on the general ledger forms the basis for the calculation of individual long lessee service charges along with the inclusion of any subsequent adjustments as explained later in this report. However, no capital expenditure was incurred this year.

3. The annexes on the Barbican Residential Committee revenue outturn report now reflect the format requested by this Committee.

#### RECONCILIATION ANNEXES

4. A number of annexes have been produced to demonstrate the linkages between the 2012/13 revenue outturn report and the service charge schedules. The important features of each annex are outlined below.

#### ANNEX 1 – Extract from the Barbican Residential Committee Revenue Outturn Report

5. Annex 1 sets out the service charge page (Annex C3) from the outturn report to the Barbican Residential Committee.
6. The general ledger records each expenditure and income transaction e.g. monthly salaries, bills paid, service charge invoices raised. Each transaction is coded in various ways including by activity (e.g. cleaners, hall porters, car park attendants), by type of expenditure (e.g. employees, repairs and maintenance, supplies and services), and by block or estate wide. These codings are summarised to produce the revenue outturn report to the Barbican Residential Committee and the initial service charge schedule.
7. Expenditure incurred in the financial year to 31 March relates to;
  - i) services and works for which an invoice/charge has been paid; and
  - ii) accruals for services and works provided but for which an invoice had not been paid before the year-end. Accruals are proper accounting practice and are made at the year end so that the accounts correctly reflect the expenditure and income for the year rather than just the payments and receipts.

#### ANNEXES 2 and 3 – General Ledger Service Charge Revenue Account in More Detail

8. Annex 2 expands each of the headings in Annex 1 (the staff groups under employees, the types of repairs and maintenance etc.) whilst Annex 3 converts the same information, through use of the cross reference key, to the headings used in the service charge schedules provided to long lessees (electricity, lift maintenance, resident engineers etc).



#### ANNEX 4 – Comparison of the General Ledger and Final Service Charge Schedule.

9. Annex 4 indicates the adjustments made by the Estate Office to the general ledger costs in order to produce the final service charge schedule. These adjustments are typically due to the fact that more accurate information relating to expenditure items is available at the time individual service charges are being prepared after the financial year end.
10. A total of £7,033,420.72 revenue expenditure was included on service charge schedules which, due to adjustments made by the BEO is £156,276.69 lower than the expenditure on the general ledger. The main reasons for this decrease are explained in paragraphs 12 and 13.

#### ANNEX 5 – Adjustments to General Ledger Expenditure by Barbican Estate Office.

11. The reasons for each of the adjustments are explained in this annex. As indicated above, the adjustments mainly result from a further examination of entries after the closure of the general ledger. The City Fund accounts must be approved by the City of London in accordance with statutory deadlines and, therefore, the general ledger is closed several weeks before the final service charge invoices are prepared for the September quarter day. Without such timing constraints it would be possible to alter the general ledger to exactly reflect the final service charges.
12. The various adjustments are mainly due to miscoding and adjustments to accruals. These include the reversal of an adjustment made in 2011/12 of £114,102.08 for the concrete works to the towers.
13. Other adjustments include a reduction of £14,416.42 in the cleaning materials budget for non-chargeable items, an account transfer of £7,689.75 in respect of House Officer costs to the Landlord account in respect of time spent on Landlord issues and the accrued charge for gas for Frobisher Crescent was reduced by £5,335.62 to reflect invoices received early in this financial year. The lift maintenance charge was adjusted by £3,899.98 to reflect the inter-departmental charges from the Barbican Centre in respect of Frobisher Crescent.

## ANNEX 6 – Attribution of the 2012/13 Service Costs Across Blocks

14. This annex shows for each expenditure heading on the service charge schedule, the amount attributed to each block together with the main basis of attribution. The accompanying commentary provides more detail on the basis of attribution and the annex also includes a list of the estate wide and terrace block percentages and a comparison between the actual service charges for 2011/12 with the 2012/13 actual charges and the estimates for 2012/13.
15. The comparison with the 2011/12 actuals shows a marked variation for several service heads.
16. The increase in electricity costs was mainly due to increases in unit costs.
17. The decrease in resident engineers' costs was due to a staff vacancy for part of the year.
18. The increase in window cleaning costs is due to the increase uplift in contract costs.
19. The increase in expenditure on furniture and fittings was due to the number of carpet renewals. The renewal of carpets is carried out in consultation with the house groups and the amount spent can vary considerably from year to year.
20. Expenditure on cleaning staff is higher due to more of the cleaners' time being allocated to block cleaning and for cover for staff sickness. Expenditure on additional refuse cleaning is optional service and is demand led by house groups.
21. Most of the general maintenance expenditure is demand led and varies from year to year. The overall expenditure under these headings increased by 4.79% over 2011/12 but was slightly lower than in 2010/11. The cost of estate wide repairs was higher than the previous year due increased expenditure on drains, consultant's fees for the IRS system, and metalwork and locks.
22. The increase in garchey costs is mainly due to an increase in the cost of repairs.

23. The Technical Supervision and Management recharge is higher than in 2011/12. The charge is based on timesheet information and reflects the time being spent on general repairs and maintenance issues on the Barbican.
24. Expenditure on the redecoration projects reflects the cost of the works, staff time spent on the project and consultant's fees. The programme of works can vary considerably from year to year.
25. Charges were raised for fan and duct cleaning. However, there has been a delay in the works programme. The credit reflects the outturn cost for Willoughby House for works carried out in 2011/12.
26. The overall supervision and management increased by 14.33% and reflects officer time spent on service charge matters. However, it is around 4.75% lower than the overall charge in the previous two years.
27. The increase in underfloor heating costs was due to a combination of an increase in consumption of over 35% over the previous year and an increase in the unit cost. The unit cost for off-peak electricity rose from 7.47p to 7.96p per unit in February 2013. The previous increase in the unit rate was in February 2012 when it rose from 7.17 to 7.47p per unit.

#### ANNEX 7 Attribution to a Typical Flat

28. The information in Annex 6 for Andrewes House is analysed further to give the costs for a typical flat.

#### **Conclusion**

29. The Actual Service Charge schedules and an explanatory letter of the various items included on the schedule will be sent to residents by early September. The schedules will also be published on the City of London's internet site.

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## Service Charge Account

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

## GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - OUTTURN REPORT ORDER

| <b>Local Risk</b>                     |   | <b>CBIS Actual<br/>ANNEX 3<br/>£</b> | <b>CBIS Actual<br/>ANNEX 1<br/>£</b> |
|---------------------------------------|---|--------------------------------------|--------------------------------------|
| <b>Employees</b>                      |   |                                      |                                      |
|                                       | 22 House Officer                                  | 153,792.96                           |                                      |
|                                       | 3 Additional Pension (Resident Housekeeper)       | 250.04                               |                                      |
| 9 10                                  | Estate Cleaners                                   | 871,880.27                           |                                      |
|                                       | 12 Car Park Attendants (one third)                | 447,684.97                           |                                      |
|                                       | 13 Hall Porters                                   | 552,849.97                           |                                      |
|                                       | 4 Relocation expenses                             | 997.89                               |                                      |
|                                       | 9 Recruitment expenses                            | 890.00                               |                                      |
| 9 12                                  | Training Expenses                                 | 1,979.00                             |                                      |
|                                       | 9 Medical/Counselling expenses                    | 70.00                                |                                      |
|                                       | 9 Retirement provision                            | 1,037.00                             |                                      |
|                                       | 14 Garchey Operatives                             | <u>108,044.26</u>                    |                                      |
|                                       |   | 2,139,476.36                         | <b>2,139,476.36</b>                  |
| <b>Premises Related Expenditure</b>   |   |                                      |                                      |
| <b>Repairs and Maintenance</b>        |   |                                      |                                      |
|                                       | 2 Lifts General Maintenance                       | 27,949.73                            |                                      |
|                                       | 2 Lifts Contract Servicing                        | 205,603.55                           |                                      |
|                                       | 14 Garchey Repairs                                | 67,026.41                            |                                      |
|                                       | 16 General Maintenance Estate Wide                | 73,580.06                            |                                      |
|                                       | 17 Electrical Repairs Common Parts                | 73,924.76                            |                                      |
|                                       | 18 Electrical Repairs Exterior                    | 3,542.17                             |                                      |
|                                       | 19 General Repairs Common Parts                   | 123,229.66                           |                                      |
|                                       | 20 General Repairs Exterior                       | 640,991.38                           |                                      |
| 25 33                                 | Redecoration Programme (fees)                     | 22,634.36                            |                                      |
|                                       | 25 Redecoration Programmes                        | 150,431.02                           |                                      |
|                                       | 26 Special Works - Safety/Security                | 82,707.48                            |                                      |
|                                       | 27 Water Supply Works                             | 30,552.01                            |                                      |
|                                       | 28 Cromwell/Shakespeare Tower lobby refurbishment | 4,138.00                             |                                      |
| 20 29                                 | Concrete works                                    | 66,886.35                            |                                      |
|                                       | 30 RCD Socket outlets                             | 6,279.00                             |                                      |
|                                       | 31 Emergency Lighting                             | 29,484.96                            |                                      |
|                                       | 32 Fan and duct work cleaning                     | <u>-200.00</u>                       |                                      |
|                                       | <b>Total</b>                                      | 1,608,760.90                         |                                      |
| <b>Energy Costs</b>                   |   |                                      |                                      |
|                                       | 1 Electricity (Common Parts and Lifts)            | 402,788.72                           |                                      |
|                                       | 4 Electricity Resident Engineers                  | 603.16                               |                                      |
|                                       | 14 Electricity Garchey                            | 6,682.21                             |                                      |
|                                       | 34 Electricity heating                            | 1,730,493.04                         |                                      |
|                                       | 35 Gas Heating Frobisher                          | <u>21,368.45</u>                     |                                      |
|                                       | <b>Total</b>                                      | 2,161,935.58                         |                                      |
| <b>Rents</b>                          |   |                                      |                                      |
|                                       | 4 Resident Engineers                              | <u>102,278.10</u>                    |                                      |
|                                       | <b>Total</b>                                      | 102,278.10                           |                                      |
| <b>Rates/Council tax</b>              |   |                                      |                                      |
|                                       | 9 Cleaners  | 4,214.21                             |                                      |
|                                       | 4 Resident Engineers                              | <u>8,812.61</u>                      |                                      |
|                                       | <b>Total</b>                                      | 13,026.82                            |                                      |
| <b>Water</b>                          |   |                                      |                                      |
|                                       | 14 Garchey  | 4,024.64                             |                                      |
|                                       | 4 Resident Engineers                              | <u>2,652.00</u>                      |                                      |
|                                       | <b>Total</b>                                      | 6,676.64                             |                                      |
| <b>Cleaning and Domestic Supplies</b> |   |                                      |                                      |
|                                       | 6 Window Cleaning                                 | 174,720.62                           |                                      |
| 9 12 13                               | Hygiene services                                  | 3,002.82                             |                                      |
|                                       | 15 Cleansing charges                              | 200.00                               |                                      |
| 6, 9, 13, 16 19                       | Contract cleaning                                 | 3,413.25                             |                                      |
|                                       | 7 Cleaning Materials                              | 41,243.80                            |                                      |
|                                       | 15 Pest Control                                   | <u>10,222.84</u>                     |                                      |
|                                       | <b>Total</b>                                      | 232,803.33                           |                                      |
| <b>Garden Maintenance</b>             |   |                                      |                                      |
|                                       | 11 Grounds maintenance costs                      | <u>104,110.66</u>                    |                                      |
|                                       |   | 104,110.66                           |                                      |

|                              |  |                    |                         |
|------------------------------|--|--------------------|-------------------------|
|                              | <b>Total Premises Related Expenses</b>                   |                    | <b>4,229,592.03</b>     |
|                              | <b>Travel expenses</b>                                   |                    |                         |
| 9 12 13                      | Staff travelling expenses                                | <u>131.70</u>      | 131.70                  |
|                              |  |                    | <b>131.70</b>           |
|                              | <b>Supplies and Services</b>                             |                    |                         |
|                              | <b>Equipment Furniture and Materials</b>                 |                    |                         |
| 4 5                          | Furniture and Fittings                                   | 29,331.06          |                         |
| 8 13 14 19 26                | Cleaning Equipment                                       | <u>10,785.71</u>   |                         |
|                              | <b>Total</b>   |                    | 40,116.77               |
|                              | <b>Clothing Uniforms and Laundry</b>                     |                    |                         |
| 9 12 13 14                   | Estate Cleaners/Hall Porters/Car Park Attendants/Garchey | <u>9,886.51</u>    |                         |
|                              | <b>Total</b>   |                    | 9,886.51                |
|                              | <b>13 Provisions</b>                                     |                    | 608.03                  |
| 12 23                        | <b>Subsistence</b>                                       |                    | <u>109.56</u>           |
| 2 9 13 14 16                 | <b>Communications &amp; Computing</b>                    |                    | <u>21,801.92</u>        |
| 16 23                        | <b>Printing and stationery</b>                           |                    | <u>3,344.20</u>         |
|                              | <b>23 Consultants fees</b>                               |                    | 1,200.00                |
| 12                           | <b>Medical fees</b>                                      |                    | <u>76.00</u>            |
|                              |  |                    | 1,276.00                |
|                              | <b>Total Supplies and Services</b>                       |                    | <u><b>77,142.99</b></u> |
|                              | <b>TOTAL DIRECT COSTS</b>                                |                    | <b>6,446,343.08</b>     |
|                              | <b>Recharges</b>   |                    |                         |
| 2                            | Lift Insurance   | 21,908.71          |                         |
| 14                           | Premises insurance                                       | <u>2,689.97</u>    |                         |
|                              | <b>Total Insurance</b>                                   |                    | <u>24,598.68</u>        |
| 9 12 13 22 23                | Supervision and Management - Estate Wide                 | 472,397.72         |                         |
| 24                           | Supervision and Management - Block                       | 0.00               |                         |
|                              |  |                    | <u>472,397.72</u>       |
| 2, 4, 19, 21, 25, 26, 27, 29 | Community Services Technical Division                    |                    | <u>379,667.06</u>       |
|                              | Total recharges  |                    | <b>876,663.46</b>       |
|                              | Total expenditure  |                    | 7,323,006.54            |
|                              | <b>Income</b>  |                    |                         |
|                              | <b>Fees and Charges</b>                                  |                    |                         |
| N/C                          | 23 Charges for Services (solicitor's enquiries)          | (10,020.71)        |                         |
|                              | Other charges  | (1,229.24)         |                         |
|                              | <b>Total</b>   |                    | <u>(11,249.95)</u>      |
|                              | <b>Service Charges Long Lessees</b>                      |                    | (6,778,592.10)          |
|                              | <b>Service Charges Short Term Tenants</b>                |                    | (365,133.76)            |
|                              | <b>Total Income</b>                                      |                    | <u>(7,154,975.81)</u>   |
|                              | <b>RECHARGES</b>   |                    |                         |
|                              | <b>Recharges within fund</b>                             |                    |                         |
| 9                            | Estate cleaners to HRA                                   | (6,137.64)         |                         |
| 1                            | Electricity to HRA                                       | (2,593.64)         |                         |
| 1                            | Electricity - Recharge to Car Parks                      | (24,026.66)        |                         |
| 9                            | Estate Cleaners - Recharge to Car Parks /Stores/Landlord | <u>(89,301.25)</u> |                         |
|                              |  |                    | <u>(122,059.19)</u>     |
|                              | <b>Total income</b>                                      |                    | (7,277,035.00)          |
|                              | <b>TOTAL NET REVENUE EXPENDITURE</b>                     |                    | <u><u>45,971.54</u></u> |

## GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - SCHEDULE ORDER

Cross Reference  
Key to  
ANNEXES 2 & 4

2012/13

Final CBIS  
Actual  
ANNEX 4  
£

|   | £  | £                 |
|---|--|-------------------|
| <b>Electricity</b>  |  |                   |
| 1   | Energy Costs - Electricity Common Parts and Lifts                                    | 402,788.72        |
| 1   | Recharges to/from other divisions - Electricity Recharge to Car Parks                | (24,026.66)       |
| 1   | Recharge to HRA  | (2,593.64)        |
|   |  | <u>376,168.42</u> |
| <b>Lift Maintenance</b>                                       |  |                   |
| 2   | Technical Division - Resident Engineers  | 14,671.86         |
| 2   | Repairs & Maintenance - Lifts General Maintenance                                    | 27,949.73         |
| 2   | Repairs & Maintenance - Lifts Contract Servicing                                     | 205,603.55        |
| 2   | Communications and Computing   | 10,034.64         |
| 2   | Central Recharges - Lift Insurance   | 21,908.71         |
|   |  | <u>280,168.49</u> |
| 3   | Employees - Resident Housekeeper - Additional Pension                                | 250.04            |
|   |  | 250.04            |
| <b>Resident Engineers</b>                                     |  |                   |
| 4   | Technical Division - Resident Engineers  | 188,733.81        |
| 4   | Electricity  | 603.16            |
| 4   | Rents - Resident Engineers   | 102,278.10        |
| 4   | Rates - Resident Engineers Council Tax   | 8,812.61          |
| 4   | Relocation costs   | 997.89            |
| 4   | Furniture/Fittings   | 1,550.00          |
| 4   | Water - Residents Engineers Water Rates  | 2,652.00          |
|   |  | <u>305,627.57</u> |
| 5   | Equipment Furniture and Materials - Furniture and Fittings<br>Furniture and fittings |                   |
|   |  | 27,781.06         |
| 6   | Cleaning and Domestic Supplies - Window Cleaning                                     | 174,720.62        |
| 6   | Contract cleaning  | 855.00            |
|   |  | <u>175,575.62</u> |
| 7   | Cleaning and Domestic Supplies - Cleaning Materials                                  |                   |
|   |  | 41,243.80         |
| <b>Equipment Furniture and Materials - Cleaning Equipment</b> |  |                   |
| 8   | Equipment Furniture and Materials - Cleaning Equipment                               | 5,816.83          |
|   |  | 5,816.83          |
| <b>Cleaners</b>   |  |                   |
| 9   | Employees - Estate Cleaners  | 856,150.30        |
| 9   | Supervision & Management on costs  | 15,318.28         |
| 9   | Recruitment  | 890.00            |
| 9   | Clothing Uniforms and Laundry - Estate Cleaners                                      | 5,854.43          |
| 9   | Travelling expenses - Estate Cleaners  | 91.70             |
| 9   | Rates for mess room  | 4,214.21          |
| 9   | Hygiene  | 1,000.94          |
| 9   | Medical/counselling  | 70.00             |
| 9   | Training   | 1,904.00          |
| 9   | Retirement provision   | 1,037.00          |
| 9   | Contract cleaning  | 695.00            |
| 9   | Communications and computing   | 459.51            |
| 9   | Recharge within fund   | (6,137.64)        |
| 9   | Recharges from/to Other Divisions - Cleaners Recharge to Car Parks etc               | (89,301.25)       |
|   |  | <u>792,246.48</u> |
| 10  | <b>Additional Refuse Collection</b>  |                   |
|   |  | 15,729.97         |
| <b>Garden Maintenance</b>                                     |  |                   |
| 11  | Repairs & Maintenance - Garden Maintenance   | 104,110.66        |
|   |  | 104,110.66        |
| <b>Car Park Attendants</b>                                    |  |                   |
| 12  | Employees - Car Park Attendants (one third)  | 447,684.97        |



|    |   |             |            |
|----|---|-------------|------------|
| 12 | Travelling expenses - CPA                                     | 100.00      |            |
| 12 | Training  | 75.00       |            |
| 12 | Hygiene services  | 1,000.94    |            |
| 12 | Medical   | 76.00       |            |
| 12 | Subsistence   | 7.33        |            |
| 12 | Supervision & Management on costs                             | 9,796.48    |            |
| 12 | Uniforms  | 1,864.11    |            |
|    |   | <hr/>       | 460,604.83 |
|    | <b>Hall Porters</b>   |             |            |
| 13 | Employees - Hall Porters                                      | 552,849.97  |            |
| 13 | Uniforms  | 2,066.27    |            |
| 13 | Traveling expenses - Hall Porters                             | (60.00)     |            |
| 13 | Equipment   | 2,852.93    |            |
| 13 | Provisions  | 608.03      |            |
| 13 | Supervision & Management on costs                             | 5,832.76    |            |
| 13 | Contract cleaning   | 353.25      |            |
| 13 | Communications and Computing                                  | 332.63      |            |
| 13 | Hygiene services  | 1,000.94    |            |
|    |   |             | 565,836.78 |
|    | <b>Garchey Maintenance</b>                                    |             |            |
| 14 | Employees - Garchey Operatives                                | 108,044.26  |            |
| 14 | Repairs & Maintenance - Garchey Repairs                       | 67,026.41   |            |
| 14 | Energy Costs  | 6,682.21    |            |
| 14 | Water rates   | 4,024.64    |            |
| 14 | Communications and computing                                  | 21.51       |            |
| 14 | Equipment   | 73.65       |            |
| 14 | Uniforms  | 101.70      |            |
| 14 | Central Recharges - Premises Insurance                        | 2,689.97    |            |
|    |   | <hr/>       | 188,664.35 |
|    | <b>Pest Control</b>   |             |            |
| 15 | Cleaning and Domestic Supplies - Pest Control                 | 10,222.84   |            |
| 15 | Cleansing charges   | 200.00      |            |
|    |   | <hr/>       | 10,422.84  |
|    | <b>General Maintenance (Estate wide)</b>                      |             |            |
| 16 | Repairs & Maintenance - General Maintenance                   | 73,580.06   |            |
| 16 | Refuse collection   | 1,235.00    |            |
| 16 | Computers and communication                                   | 10,953.63   |            |
| 16 | Printing and stationery                                       | 731.50      |            |
| 16 | Reallocation of Technical Division Projects Costs             | 3,507.41    |            |
|    |   |             | 90,007.60  |
|    | <b>Electrical Repairs Common Parts</b>                        |             |            |
| 17 | Repairs & Maintenance - Electricial Repairs Common Parts      | 73,924.76   |            |
|    |   |             | 73,924.76  |
|    | <b>Electrical Repairs Exterior</b>                            |             |            |
| 18 | Repairs & Maintenance - Electricial Repairs Exterior          |             | 3,542.17   |
|    | <b>General Repairs Common Parts</b>                           |             |            |
| 19 | Repairs & Maintenance - General Repairs Common Parts          | 123,229.66  |            |
| 19 | Equipment   | 944.33      |            |
| 19 | Refuse collection/cleaning                                    | 275.00      |            |
|    |   |             | 124,448.99 |
|    | <b>General Repairs Exterior</b>                               |             |            |
| 20 | Repairs & Maintenance - General Repairs Exterior              | 640,991.38  |            |
|    |   |             | 640,991.38 |
|    | <b>Technical Services Division</b>                            |             | 125,275.95 |
|    | <b>House Officer</b>  |             |            |
| 22 | Employees   | 153,792.96  |            |
| 22 | Supervision & Management on costs                             | 65,256.14   |            |
|    |   |             | 219,049.10 |
|    | <b>Supervision and Management Estate Wide</b>                 |             |            |
| 23 | Supervision and Management Estate Wide                        | 376,194.07  |            |
| 23 | Subsistence   | 102.23      |            |
| 23 | Fees and Charges - Charges for Services (so called enquiries) | (10,020.71) |            |

|     |   |              |                         |
|-----|---|--------------|-------------------------|
| 23  | Printing and stationery   | 2,612.70     |                         |
| 23  | Consultants' fees   | 1,200.00     | 370,088.29              |
| 24  | <b>Supervision and Management Blocks</b>  |              | 0.00                    |
|     | <b>Redecorations Programmes</b>   |              |                         |
| 25  | Repairs & Maintenance - Redecoration Contracts                                    | 171,634.74   |                         |
| 25  | Reallocation of Technical Division Projects Costs                                 | 26,291.39    | 197,926.13              |
|     | <b>Safety/Security - Repairs and Maintenance</b>                                  |              |                         |
| 26  | Repairs and Maintenance - Safety/Security   | 82,707.48    |                         |
| 26  | Equipment   | 1,097.97     |                         |
| 26  | Reallocation of Technical Division Projects Costs                                 | 9,843.43     | 93,648.88               |
|     | <b>Water Supply</b>   |              |                         |
| 27  | Repairs and Maintenance - Special Works - Water testing and treatment of communal | 30,552.01    | 30,552.01               |
|     | <b>Shakespeare /Cromwell Lobby</b>  |              |                         |
| 28  | Cromwell Tower lobby refurbishment  |              | 4,138.00                |
|     | <b>Concrete Works</b>   |              |                         |
| 29  | Concrete works  | 66,886.35    |                         |
| 29  | Reallocation of Technical Division Projects Costs                                 | 11,343.22    | 78,229.57               |
|     | <b>RCD socket outlets</b>   |              |                         |
| 30  | RCD socket outlets  |              | 6,279.00                |
|     | <b>Emergency lighting</b>   |              |                         |
| 31  | Emergency lighting  |              | 29,484.96               |
|     | <b>Fan and ductwork cleaning</b>  |              |                         |
| 32  | Fan and ductwork cleaning   |              | (200.00)                |
| 33  | Water Tank Works  |              | 1,430.64                |
|     | <b>Heating</b>  |              |                         |
| 34  | Energy Costs - Electricity  | 1,730,493.04 |                         |
| 35  | Energy costs - gas  | 21,368.45    | 1,751,861.49            |
| N/C | Other charges   |              | (1,229.24)              |
|     | <b>TOTAL CHARGEABLE EXPENDITURE - GENERAL LEDGER</b>                              |              | <u>7,189,697.40</u>     |
|     | <b>Service Charges Long Lessees</b>   |              | (6,778,592.10)          |
|     | <b>Service Charges Short Term Tenants</b>   |              | (365,133.76)            |
|     | <b>TOTAL NET REVENUE EXPENDITURE</b>  |              | <u><u>45,971.54</u></u> |

| <u>Narration</u>   | <u>Cross-Reference</u> | <u>CBIS Actual</u>  | <u>BEO Adjustment</u> | <u>Service Charge Schedule</u> |
|--|------------------------|---------------------|-----------------------|--------------------------------|
|  |                        | £                   | £                     | £                              |
| Electricity (Common Parts and Lifts)                     | 1                      | 376,168.42          | (0.03)                | 376,168.39                     |
| Lift Maintenance   | 2                      | 280,168.49          | 3,387.33              | 283,555.82                     |
| Resident Housekeepers (Additional Pension)               | 3                      | 250.04              | 0.00                  | 250.04                         |
| Resident Engineers                                       | 4                      | 305,627.57          | (0.00)                | 305,627.57                     |
| Furniture & Fittings                                     | 5                      | 27,781.06           | 0.00                  | 27,781.06                      |
| Window Cleaning  | 6                      | 175,575.62          | (1,508.70)            | 174,066.92                     |
| Cleaning Materials including refuse sacks                | 7                      | 41,243.80           | (14,416.42)           | 26,827.38                      |
| Cleaning Equipment                                       | 8                      | 5,816.83            | 0.00                  | 5,816.83                       |
| Estate Cleaners  | 9                      | 792,246.48          | (695.40)              | 791,551.08                     |
| Additional Refuse Collection                             | 10                     | 15,729.97           | 0.00                  | 15,729.97                      |
| Garden Maintenance                                       | 11                     | 104,110.66          | 0.00                  | 104,110.66                     |
| Car Park Attendants                                      | 12                     | 460,604.83          | 0.00                  | 460,604.83                     |
| Hall Porters   | 13                     | 565,836.78          | (0.00)                | 565,836.78                     |
| Garchey Maintenance                                      | 14                     | 188,664.35          | (1,681.33)            | 186,983.02                     |
| Pest Control   | 15                     | 10,422.84           | 0.00                  | 10,422.84                      |
| General Maintenance (Estate)                             | 16                     | 90,007.60           | (7,477.17)            | 82,530.43                      |
| Electrical Repairs (Common Parts)                        | 17                     | 73,924.76           | 0.00                  | 73,924.76                      |
| Electrical Repairs (Exterior)                            | 18                     | 3,542.17            | 0.00                  | 3,542.17                       |
| General Repairs (Common Parts)                           | 19                     | 124,448.99          | 0.00                  | 124,448.99                     |
| General Repairs (Exterior)                               | 20                     | 640,991.38          | (137,916.55)          | 503,074.83                     |
| Technical Services                                       | 21                     | 125,275.95          | 0.00                  | 125,275.95                     |
| House Officer  | 22                     | 219,049.10          | (7,689.65)            | 211,359.44                     |
| Estate-Wide proportion of Supervision & Management costs | 23                     | 370,088.29          | 6,279.71              | 376,368.00                     |
| Directly attributed Supervision & Management costs       | 24                     | 0.00                | 0.00                  | 0.00                           |
| Redecorations  | 25                     | 197,926.13          | (267.41)              | 197,658.72                     |
| Safety/Security  | 26                     | 93,648.88           | 0.00                  | 93,648.88                      |
| Water Supply Works                                       | 27                     | 30,552.01           | 0.00                  | 30,552.01                      |
| Shakespeare / Cromwell Lobbies                           | 28                     | 4,138.00            | (4,138.00)            | 0.00                           |
| Concrete Works   | 29                     | 78,229.57           | 14,972.13             | 93,201.70                      |
| RCD socket outlets                                       | 30                     | 6,279.00            | 0.00                  | 6,279.00                       |
| Emergency lighting                                       | 31                     | 29,484.96           | 0.00                  | 29,484.96                      |
| Fan and ductwork cleaning                                | 32                     | -200.00             | 0.00                  | -200.00                        |
| Water tank works   | 33                     | 1,430.64            | 0.00                  | 1,430.64                       |
| Heating - Electricity                                    | 34                     | 1,730,493.04        | (1,018.83)            | 1,729,474.21                   |
| Heating - Gas  | 35                     | 21,368.45           | (5,335.62)            | 16,032.83                      |
| Other charges  | N/C                    | (1,229.24)          | 1,229.24              | 0.00                           |
| <b>TOTAL</b>   |                        | <b>7,189,697.40</b> | <b>(156,276.69)</b>   | <b>7,033,420.72</b>            |

## ADJUSTMENTS TO GENERAL LEDGER EXPENDITURE BY BARBICAN ESTATE OFFICE

| Reference | Item                        | £                  | Reasons for Adjustments  |
|-----------|-----------------------------|--------------------|--|
| 1         | Electricity                 | (0.03)             | Rounding   |
| 2         | Lift Maintenance            | (512.65)           | Reallocation to Landlords for non service charge account lifts<br>reallocation in respect of Frobisher Crescent lift contracts |
|           |                             | <u>3,899.98</u>    |  |
|           |                             | 3,387.33           |  |
| 6         | Window Cleaning             | (1,214.40)         | Charge to Barbican Centre regarding cleaning of public areas of<br>Frobisher Crescent<br>adjustment re 999 year lease sold     |
|           |                             | <u>(294.30)</u>    |  |
|           |                             | (1,508.70)         |  |
| 7         | Cleaning equipment          | <u>(14,416.42)</u> | Not chargeable   |
|           |                             | (14,416.42)        |  |
| 9         | Cleaners                    | <u>(695.40)</u>    | reallocated to LL account  |
|           |                             | (695.40)           |  |
| 14        | Garchey Maintenance         | (1,681.33)         | Reallocated to non residential users   |
|           |                             | (1,681.33)         |  |
| 16        | General repairs Estate Wide | 3,390.83           | Reallocated from concrete works for estate wide consultancy re Listed<br>Accrual reallocated to Land Lords account             |
|           |                             | <u>(10,868.00)</u> |  |
|           |                             | (7,477.17)         |  |

|     |                            |  |  |
|-----|----------------------------|--|--|
| 20  | General Repairs Exterior   | (451.51)<br>(114,102.08)<br>(5,000.00)<br><u>(18,362.96)</u><br>(137,916.55) | Reduction respect of repairs chargeable to the Rectory<br>Reversal of 2011/12 adjustment for concrete works.<br>Accrual reallocated to Land Lords account<br>Reallocated to Concrete works project |
| 22  | House Officer              | <u>(7,689.65)</u><br>(7,689.65)  | Reallocation of officer costs to LL account  |
| 23  | Supervision and Management | <u>6,279.71</u><br>6,279.71  | Adjustment to salaries following closure of accounts.  |
| 25  | Redecorations              | <u>(267.41)</u><br>(267.41)  | Reduction respect of cost chargeable to the Rectory  |
| 28  | Lobby refurbishment        | (4,138.00)   | Adjustment allowed for in last years actual service charges.   |
| 29  | Concrete works             | (3,390.83)<br><u>18,362.96</u><br>14,972.13                                  | Reallocated to General repairs<br>Reallocated from general repairs   |
| 34  | Heating                    | <u>(1,018.83)</u><br>(1,018.83)  | Reallocated for non service charge account properties  |
| 35  | Heating gas                | (5,335.62)   | Adjustment to year end creditor following receipt of actual invoices   |
| N/C | Other charges              | 1,229.24   | Miscoded to SCA  |
|     | Total BEO Adjustment       | <u><u>(156,276.69)</u></u>   |  |

## ACTUAL COST OF SERVICES 1.4.12- 31.3.13 (LONG LESSEES)

| ITEM                              |  | AMOUNT TO APPORTION                         | ANDREWES HOUSE | BEN JONSON HOUSE | BRANDON MEWS | BRETON HOUSE | BRYER COURT |
|-----------------------------------|--|---|----------------|------------------|--------------|--------------|-------------|
| 1                                 | Electricity (Common Parts and Lifts)                           | Actual                                      | 31,912         | 33,036           | 53           | 16,698       | 11,577      |
| 2                                 | Lift Maintenance   | Actual                                      | 37,177         | 12,960           | 0            | 9,744        | 6,114       |
| 3                                 | Resident Housekeepers (Additional Pension)                     | E. wide lease %                             | 250            | 18               | 22           | 3            | 8           |
| 4                                 | Resident Engineers   | E. wide lease %                             | 305,628        | 21,814           | 26,806       | 3,388        | 9,243       |
| 5                                 | Furniture & Fittings   | Actual                                      | 27,781         | 0                | 0            | 0            | 0           |
| 6                                 | Window Cleaning  | Contract base                               | 174,067        | 14,092           | 17,433       | 2,905        | 6,246       |
| 7                                 | Cleaning Materials including refuse sacks                      | No of cleaners                              | 26,827         | 3,076            | 2,585        | 209          | 1,289       |
| 8                                 | Cleaning Equipment   | No of cleaners                              | 5,817          | 498              | 419          | 34           | 209         |
| 9                                 | Estate Cleaners  | No. cleaners                                | 791,551        | 90,762           | 76,269       | 6,167        | 38,032      |
| 10                                | Additional Refuse Collection                                   | No. cleaners                                | 15,730         | 0                | 0            | 0            | 0           |
| 11                                | Garden Maintenance   | E. wide lease %                             | 104,111        | 7,431            | 9,131        | 1,154        | 3,148       |
| 12                                | Car Park Attendants  | Terrace lease %                             | 460,605        | 47,466           | 58,368       | 7,400        | 20,146      |
| 13                                | Hall Porters   | Towers one third each plus individual costs | 565,837        | 0                | 0            | 0            | 0           |
| 14                                | Garchey Maintenance (Andrewes & Wallside/Postern reduced for c | E. wide lease %                             | 186,983        | 13,723           | 16,976       | 2,145        | 5,851       |
| 15                                | Pest Control   | E. wide lease % plus individual block costs | 10,423         | 715              | 878          | 111          | 303         |
| 16                                | General Maintenance (Estate)                                   | E. wide lease % and no of repairs orders    | 82,530         | 5,890            | 7,239        | 915          | 2,496       |
| 17                                | Electrical Repairs (Common Parts) (N1041111)                   | Actual                                      | 73,925         | 3,769            | 7,225        | 1,326        | 1,619       |
| 18                                | Electrical Repairs (Exterior) (N1061111)                       | Actual                                      | 3,542          | 19               | 0            | 1,279        | 116         |
| 19                                | General Repairs (Common Parts) (N1041113)                      | Actual                                      | 124,449        | 9,439            | 7,177        | 1,108        | 4,245       |
| 20                                | General Repairs (Exterior) (N1061113)                          | Actual                                      | 503,075        | 33,714           | 80,479       | 3,081        | 15,985      |
| 22                                | House Officer  | E. wide lease %                             | 211,359        | 15,085           | 18,538       | 2,343        | 6,392       |
| Sub-total of apportioned services |  |   | 4,334,214      | 336,600          | 375,541      | 33,622       | 141,768     |
| 21                                | S & M Technical  | Actual Time and No of repairs orders        | 125,276        | 11,235           | 15,334       | 1,388        | 5,139       |
| 23                                | Estate-Wide proportion of Supervision & Management costs       | Ratio see B below                           | 376,368        | 29,229           | 32,611       | 2,920        | 12,311      |
| 24                                | Directly attributed Supervision & Management costs             | Actual Time                                 | 0              | 0                | 0            | 0            | 0           |
| 25                                | Redecorations  | Actual                                      | 197,659        | 20,313           | 0            | 0            | 6,160       |
| 26                                | Safety/Security (aggregated with Water Supply Works as I       | Actual/E. wide lease%                       | 93,649         | 6,351            | 8,355        | 6,306        | 2,769       |
| 27                                | Water Supply Works (aggregated with Safety/Security as Health  | Actual/Ewide lease %                        | 30,552         | 1,020            | 1,620        | 1,050        | 744         |
| 28                                | Shakespeare/Cromwell Lobby                                     | Actual                                      | 0              | 0                | 0            | 0            | 0           |
| 29                                | Concrete works   | Actual                                      | 93,202         | 0                | 0            | 0            | 0           |
| 30                                | RCD sockets  | Actual                                      | 6,279          | 1,794            | 0            | 0            | 0           |
| 31                                | Emergency Lighting   | Actual                                      | 29,485         | 862              | 12,196       | 106          | 365         |
| 32                                | Fan and ductwork cleaning                                      | Actual                                      | -200           | 0                | 0            | 0            | 0           |
| 33                                | Water tank replacements  | Actual                                      | 1,431          | 0                | 0            | 1,431        | 0           |
| 34                                | Heating - Electricity  | Actual                                      | 1,729,474      | 152,051          | 152,189      | 25,891       | 46,851      |
| 35                                | Heating - Gas  | Actual                                      | 16,033         | 0                | 0            | 0            | 0           |
| Total Services & Heating          |  |   | 7,033,421      | 559,454          | 597,846      | 72,713       | 209,947     |

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

| ACTUAL COST OF SERVICES 1.4.12- 31.3.13 (LONG LESSEES) |  |   |                  |                |                |                    |                |                |
|--|--|---|------------------|----------------|----------------|--------------------|----------------|----------------|
| ITEM   |  | AMOUNT TO APPORTION                         | BUNYAN COURT     | CROMWELL TOWER | DEFOE HOUSE    | FROBISHER CRESCENT | GILBERT HOUSE  |                |
| 1  | Electricity (Common Parts and Lifts)                           | Actual                                      | 376,168          | 9,298          | 36,216         | 29,293             | 2,369          | 18,658         |
| 2  | Lift Maintenance   | Actual                                      | 283,556          | 3,657          | 17,759         | 38,293             | 3,900          | 10,388         |
| 3  | Resident Housekeepers (Additional Pension)                     | E. wide lease %                             | 250              | 8              | 24             | 17                 | 8              | 10             |
| 4  | Resident Engineers   | E. wide lease %                             | 305,628          | 9,183          | 29,897         | 21,308             | 10,015         | 12,690         |
| 5  | Furniture & Fittings   | Actual                                      | 27,781           | 0              | 16,805         | 0                  | 0              | 0              |
| 6  | Window Cleaning  | Contract base                               | 174,067          | 7,336          | 12,902         | 11,695             | 10,747         | 4,648          |
| 7  | Cleaning Materials including refuse sacks                      | No of cleaners                              | 26,827           | 662            | 1,289          | 2,585              | 102            | 1,150          |
| 8  | Cleaning Equipment   | No of cleaners                              | 5,817            | 107            | 733            | 419                | 17             | 186            |
| 9  | Estate Cleaners  | No. cleaners                                | 791,551          | 19,530         | 38,032         | 76,269             | 3,022          | 33,920         |
| 10   | Additional Refuse Collection                                   | No. cleaners                                | 15,730           | 355            | 4,815          | 0                  | 2,772          | 0              |
| 11   | Garden Maintenance   | E. wide lease %                             | 104,111          | 3,128          | 10,184         | 7,259              | 3,412          | 4,323          |
| 12   | Car Park Attendants  | Terrace lease %                             | 460,605          | 19,987         | 0              | 46,352             | 21,923         | 27,652         |
| 13   | Hall Porters   | Towers one third each plus individual costs | 565,837          | 0              | 188,853        | 0                  | 0              | 0              |
| 14   | Garchey Maintenance (Andrewes & Wallside/Postern reduced for c | E. wide lease %                             | 186,983          | 5,813          | 18,928         | 13,491             | 0              | 8,035          |
| 15   | Pest Control   | E. wide lease % plus individual block costs | 10,423           | 301            | 1,139          | 698                | 328            | 416            |
| 16   | General Maintenance (Estate)                                   | E. wide lease % and no of repairs orders    | 82,530           | 2,480          | 8,073          | 5,754              | 2,704          | 3,427          |
| 17   | Electrical Repairs (Common Parts) (N1041111)                   | Actual                                      | 73,925           | 3,390          | 5,511          | 6,589              | 5,746          | 3,284          |
| 18   | Electrical Repairs (Exterior) (N1061111)                       | Actual                                      | 3,542            | 66             | 153            | 28                 | 1,460          | 0              |
| 19   | General Repairs (Common Parts) (N1041113)                      | Actual                                      | 124,449          | 2,612          | 18,172         | 8,191              | 1,907          | 4,845          |
| 20   | General Repairs (Exterior) (N1061113)                          | Actual                                      | 503,075          | 37,010         | 40,459         | 26,526             | 3,971          | 16,057         |
| 22   | House Officer  | E. wide lease %                             | 211,359          | 6,351          | 20,676         | 14,736             | 6,926          | 8,776          |
|  | <b>Sub-total of apportioned services</b>                       |   | <b>4,334,214</b> | <b>131,272</b> | <b>470,621</b> | <b>309,502</b>     | <b>81,328</b>  | <b>158,466</b> |
| 21   | S & M Technical  | Actual Time and No of repairs orders        | 125,276          | 5,668          | 9,433          | 4,173              | 2,373          | 6,694          |
| 23   | Estate-Wide proportion of Supervision & Management costs       | Ratio see B below                           | 376,368          | 11,399         | 40,867         | 26,876             | 7,062          | 13,761         |
| 24   | Directly attributed Supervision & Management costs             | Actual Time                                 | 0                | 0              | 0              | 0                  | 0              | 0              |
| 25   | Redecorations  | Actual                                      | 197,659          | 0              | 0              | 0                  | 0              | 0              |
| 26   | Safety/Security (aggregated with Water Supply Works as I       | Actual/E. wide lease%                       | 93,649           | 3,218          | 10,607         | 6,251              | 8,338          | 1,296          |
| 27   | Water Supply Works (aggregated with Safety/Security as Health  | Actual/Ewide lease %                        | 30,552           | 552            | 8,589          | 1,212              | 0              | 468            |
| 28   | Shakespeare/Cromwell Lobby                                     | Actual                                      | 0                | 0              | 0              | 0                  | 0              | 0              |
| 29   | Concrete works   | Actual                                      | 93,202           | 0              | 42,702         | 0                  | 0              | 0              |
| 30   | RCD sockets  | Actual                                      | 6,279            | 0              | 0              | 1,794              | 0              | 0              |
| 31   | Emergency Lighting   | Actual                                      | 29,485           | 335            | 1,181          | 842                | 396            | 501            |
| 32   | Fan and ductwork cleaning                                      | Actual                                      | -200             | 0              | 0              | 0                  | 0              | 0              |
| 33   | Water tank replacements  | Actual                                      | 1,431            | 0              | 0              | 0                  | 0              | 0              |
| 34   | Heating - Electricity  | Actual                                      | 1,729,474        | 49,311         | 151,793        | 154,516            | 0              | 81,591         |
| 35   | Heating - Gas  | Actual                                      | 16,033           | 0              | 0              | 0                  | 16,033         | 0              |
|  | <b>Total Services &amp; Heating</b>                            |   | <b>7,033,421</b> | <b>201,755</b> | <b>735,793</b> | <b>505,166</b>     | <b>115,529</b> | <b>262,777</b> |

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

| ACTUAL COST OF SERVICES 1.4.12- 31.3.13 (LONG LESSEES) |  |   |                  |                |                  |                |                |                |
|--|--|---|------------------|----------------|------------------|----------------|----------------|----------------|
| ITEM   |  | AMOUNT TO APPORTION                         | J.TRUNDLE COURT  | L.JONES MEWS   | LAUDERDALE TOWER | MILTON COURT   | MOUNTJOY HOUSE |                |
| 1  | Electricity (Common Parts and Lifts)                           | Actual                                      | 376,168          | 21,527         | 237              | 31,559         | 0              | 9,850          |
| 2  | Lift Maintenance   | Actual                                      | 283,556          | 12,756         | 0                | 19,269         | 0              | 7,165          |
| 3  | Resident Housekeepers (Additional Pension)                     | E. wide lease %                             | 250              | 9              | 1                | 26             | 0              | 8              |
| 4  | Resident Engineers   | E. wide lease %                             | 305,628          | 11,234         | 1,753            | 32,156         | 0              | 9,540          |
| 5  | Furniture & Fittings   | Actual                                      | 27,781           | 0              | 0                | 10,976         | 0              | 0              |
| 6  | Window Cleaning  | Contract base                               | 174,067          | 6,319          | 1,017            | 13,292         | 0              | 4,648          |
| 7  | Cleaning Materials including refuse sacks                      | No of cleaners                              | 26,827           | 1,289          | 105              | 1,289          | 0              | 941            |
| 8  | Cleaning Equipment   | No of cleaners                              | 5,817            | 209            | 17               | 776            | 0              | 152            |
| 9  | Estate Cleaners  | No. cleaners                                | 791,551          | 38,032         | 3,084            | 38,032         | 0              | 27,753         |
| 10   | Additional Refuse Collection                                   | No. cleaners                                | 15,730           | 0              | 0                | 6,420          | 0              | 0              |
| 11   | Garden Maintenance   | E. wide lease %                             | 104,111          | 3,827          | 597              | 10,954         | 0              | 3,250          |
| 12   | Car Park Attendants  | Terrace lease %                             | 460,605          | 24,429         | 3,793            | 0              | 0              | 20,782         |
| 13   | Hall Porters   | Towers one third each plus individual costs | 565,837          | 0              | 0                | 188,847        | 0              | 0              |
| 14   | Garchey Maintenance (Andrewes & Wallside/Postern reduced for c | E. wide lease %                             | 186,983          | 7,112          | 1,110            | 20,358         | 0              | 6,040          |
| 15   | Pest Control   | E. wide lease % plus individual block costs | 10,423           | 368            | 57               | 1,203          | 0              | 313            |
| 16   | General Maintenance (Estate)                                   | E. wide lease % and no of repairs orders    | 82,530           | 3,033          | 473              | 8,683          | 0              | 2,576          |
| 17   | Electrical Repairs (Common Parts) (N1041111)                   | Actual                                      | 73,925           | 5,573          | 147              | 3,848          | 0              | 1,958          |
| 18   | Electrical Repairs (Exterior) (N1061111)                       | Actual                                      | 3,542            | 0              | 166              | 96             | 0              | 0              |
| 19   | General Repairs (Common Parts) (N1041113)                      | Actual                                      | 124,449          | 11,410         | 271              | 19,624         | 0              | 4,767          |
| 20   | General Repairs (Exterior) (N1061113)                          | Actual                                      | 503,075          | 19,943         | 3,322            | 48,260         | 0              | 17,632         |
| 22   | House Officer  | E. wide lease %                             | 211,359          | 7,769          | 1,213            | 22,238         | 0              | 6,597          |
|  | <b>Sub-total of apportioned services</b>                       |   | <b>4,334,214</b> | <b>174,838</b> | <b>17,364</b>    | <b>477,906</b> | <b>0</b>       | <b>123,972</b> |
| 21   | S & M Technical  | Actual Time and No of repairs orders        | 125,276          | 6,766          | 728              | 9,575          | 0              | 4,582          |
| 23   | Estate-Wide proportion of Supervision & Management costs       | Ratio see B below                           | 376,368          | 15,182         | 1,508            | 41,500         | 0              | 10,765         |
| 24   | Directly attributed Supervision & Management costs             | Actual Time                                 | 0                | 0              | 0                | 0              | 0              | 0              |
| 25   | Redecorations  | Actual                                      | 197,659          | 0              | 9,427            | 3,013          | 0              | 1,306          |
| 26   | Safety/Security (aggregated with Water Supply Works as I       | Actual/E. wide lease%                       | 93,649           | 2,038          | 319              | 9,537          | 0              | 947            |
| 27   | Water Supply Works (aggregated with Safety/Security as Health  | Actual/Ewide lease %                        | 30,552           | 1,020          | 228              | 3,972          | 0              | 372            |
| 28   | Shakespeare/Cromwell Lobby                                     | Actual                                      | 0                | 0              | 0                | 0              | 0              | 0              |
| 29   | Concrete works   | Actual                                      | 93,202           | 0              | 0                | 17,593         | 0              | 0              |
| 30   | RCD sockets  | Actual                                      | 6,279            | 0              | 0                | 0              | 0              | 0              |
| 31   | Emergency Lighting   | Actual                                      | 29,485           | 444            | 69               | 1,270          | 0              | 6,707          |
| 32   | Fan and ductwork cleaning                                      | Actual                                      | -200             | 0              | 0                | 0              | 0              | 0              |
| 33   | Water tank replacements  | Actual                                      | 1,431            | 0              | 0                | 0              | 0              | 0              |
| 34   | Heating - Electricity  | Actual                                      | 1,729,474        | 62,460         | 15,020           | 154,613        | 0              | 59,569         |
| 35   | Heating - Gas  | Actual                                      | 16,033           | 0              | 0                | 0              | 0              | 0              |
|  | <b>Total Services &amp; Heating</b>                            |   | <b>7,033,421</b> | <b>262,747</b> | <b>44,663</b>    | <b>718,978</b> | <b>0</b>       | <b>208,220</b> |

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.



| ACTUAL COST OF SERVICES 1.4.12- 31.3.13 (LONG LESSEES) |  |   |                  |                   |                |                   |                |
|--|--|---|------------------|-------------------|----------------|-------------------|----------------|
| ITEM   |  | AMOUNT TO APPORTION                         | SEDDON HOUSE     | SHAKESPEARE TOWER | SPEED HOUSE    | THOMAS MORE HOUSE |                |
| 1  | Electricity (Common Parts and Lifts)                           | Actual                                      | 376,168          | 10,003            | 30,519         | 23,819            | 29,158         |
| 2  | Lift Maintenance   | Actual                                      | 283,556          | 10,669            | 19,248         | 26,345            | 32,567         |
| 3  | Resident Housekeepers (Additional Pension)                     | E. wide lease %                             | 250              | 9                 | 26             | 11                | 15             |
| 4  | Resident Engineers   | E. wide lease %                             | 305,628          | 11,234            | 32,007         | 13,433            | 17,950         |
| 5  | Furniture & Fittings   | Actual                                      | 27,781           | 0                 | 0              | 0                 | 0              |
| 6  | Window Cleaning  | Contract base                               | 174,067          | 5,503             | 12,902         | 9,443             | 11,985         |
| 7  | Cleaning Materials including refuse sacks                      | No of cleaners                              | 26,827           | 1,184             | 1,289          | 2,099             | 2,588          |
| 8  | Cleaning Equipment   | No of cleaners                              | 5,817            | 192               | 590            | 340               | 419            |
| 9  | Estate Cleaners  | No. cleaners                                | 791,551          | 34,948            | 38,032         | 61,930            | 76,372         |
| 10   | Additional Refuse Collection                                   | No. cleaners                                | 15,730           | 0                 | 1,368          | 0                 | 0              |
| 11   | Garden Maintenance   | E. wide lease %                             | 104,111          | 3,827             | 10,903         | 4,576             | 6,115          |
| 12   | Car Park Attendants  | Terrace lease %                             | 460,605          | 24,429            | 0              | 29,217            | 39,045         |
| 13   | Hall Porters   | Towers one third each plus individual costs | 565,837          | 0                 | 188,137        | 0                 | 0              |
| 14   | Garchey Maintenance (Andrewes & Wallside/Postern reduced for c | E. wide lease %                             | 186,983          | 7,112             | 20,265         | 8,505             | 11,365         |
| 15   | Pest Control   | E. wide lease % plus individual block costs | 10,423           | 368               | 1,149          | 440               | 588            |
| 16   | General Maintenance (Estate)                                   | E. wide lease % and no of repairs orders    | 82,530           | 3,033             | 8,643          | 3,627             | 4,847          |
| 17   | Electrical Repairs (Common Parts) (N1041111)                   | Actual                                      | 73,925           | 3,004             | 7,520          | 1,459             | 6,444          |
| 18   | Electrical Repairs (Exterior) (N1061111)                       | Actual                                      | 3,542            | 0                 | 78             | 19                | 28             |
| 19   | General Repairs (Common Parts) (N1041113)                      | Actual                                      | 124,449          | 3,930             | 8,613          | 6,736             | 4,789          |
| 20   | General Repairs (Exterior) (N1061113)                          | Actual                                      | 503,075          | 27,250            | 22,264         | 23,852            | 36,031         |
| 22   | House Officer  | E. wide lease %                             | 211,359          | 7,769             | 22,135         | 9,290             | 12,414         |
|  | <b>Sub-total of apportioned services</b>                       |   | <b>4,334,214</b> | <b>154,466</b>    | <b>425,689</b> | <b>225,141</b>    | <b>292,718</b> |
| 21   | S & M Technical  | Actual Time and No of repairs orders        | 125,276          | 6,368             | 7,122          | 6,840             | 9,970          |
| 23   | Estate-Wide proportion of Supervision & Management costs       | Ratio see B below                           | 376,368          | 13,413            | 36,965         | 19,550            | 25,419         |
| 24   | Directly attributed Supervision & Management costs             | Actual Time                                 | 0                | 0                 | 0              | 0                 | 0              |
| 25   | Redecorations  | Actual                                      | 197,659          | 57,158            | 28,588         | 0                 | 69,486         |
| 26   | Safety/Security (aggregated with Water Supply Works as I       | Actual/E. wide lease%                       | 93,649           | 1,533             | 9,289          | 4,892             | 3,970          |
| 27   | Water Supply Works (aggregated with Safety/Security as Health  | Actual/Ewide lease %                        | 30,552           | 324               | 6,981          | 744               | 840            |
| 28   | Shakespeare/Cromwell Lobby                                     | Actual                                      | 0                | 0                 | 0              | 0                 | 0              |
| 29   | Concrete works   | Actual                                      | 93,202           | 0                 | 32,906         | 0                 | 0              |
| 30   | RCD sockets  | Actual                                      | 6,279            | 0                 | 0              | 1,196             | 1,495          |
| 31   | Emergency Lighting   | Actual                                      | 29,485           | 444               | 1,264          | 531               | 709            |
| 32   | Fan and ductwork cleaning                                      | Actual                                      | -200             | 0                 | 0              | 0                 | 0              |
| 33   | Water tank replacements  | Actual                                      | 1,431            | 0                 | 0              | 0                 | 0              |
| 34   | Heating - Electricity  | Actual                                      | 1,729,474        | 70,810            | 155,014        | 90,213            | 122,943        |
| 35   | Heating - Gas  | Actual                                      | 16,033           | 0                 | 0              | 0                 | 0              |
|  | <b>Total Services &amp; Heating</b>                            |   | <b>7,033,421</b> | <b>304,516</b>    | <b>703,818</b> | <b>349,106</b>    | <b>527,551</b> |

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

| ACTUAL COST OF SERVICES 1.4.12- 31.3.13 (LONG LESSEES) |  |   |                  |                            |                  |                |                  |
|--|--|---|------------------|----------------------------|------------------|----------------|------------------|
| ITEM   |  | AMOUNT TO APPORTION                         | 3-16 WALLSIDE    | 1-2 WALLSIDE & THE POSTERN | WILLOUGHBY HOUSE | TOTALS CHARGED |                  |
| 1  | Electricity (Common Parts and Lifts)                           | Actual                                      | 376,168          | 549                        | 438              | 29,398         | 376,168          |
| 2  | Lift Maintenance   | Actual                                      | 283,556          | 0                          | 0                | 15,543         | 283,556          |
| 3  | Resident Housekeepers (Additional Pension)                     | E. wide lease %                             | 250              | 3                          | 3                | 17             | 250              |
| 4  | Resident Engineers   | E. wide lease %                             | 305,628          | 4,167                      | 3,322            | 20,565         | 305,628          |
| 5  | Furniture & Fittings   | Actual                                      | 27,781           | 0                          | 0                | 0              | 27,781           |
| 6  | Window Cleaning  | Contract base                               | 174,067          | 0                          | 2,030            | 13,293         | 174,067          |
| 7  | Cleaning Materials including refuse sacks                      | No of cleaners                              | 26,827           | 0                          | 92               | 2,378          | 26,827           |
| 8  | Cleaning Equipment   | No of cleaners                              | 5,817            | 0                          | 15               | 385            | 5,817            |
| 9  | Estate Cleaners  | No. cleaners                                | 791,551          | 0                          | 2,714            | 70,153         | 791,551          |
| 10   | Additional Refuse Collection                                   | No. cleaners                                | 15,730           | 0                          | 0                | 0              | 15,730           |
| 11   | Garden Maintenance   | E. wide lease %                             | 104,111          | 1,419                      | 1,132            | 7,006          | 104,111          |
| 12   | Car Park Attendants  | Terrace lease %                             | 460,605          | 9,069                      | 7,230            | 44,787         | 460,605          |
| 13   | Hall Porters   | Towers one third each plus individual costs | 565,837          | 0                          | 0                | 0              | 565,837          |
| 14   | Garchey Maintenance (Andrewes & Wallside/Postern reduced for c | E. wide lease %                             | 186,983          | 2,587                      | 2,063            | 13,021         | 186,983          |
| 15   | Pest Control   | E. wide lease % plus individual block costs | 10,423           | 137                        | 109              | 674            | 10,423           |
| 16   | General Maintenance (Estate)                                   | E. wide lease % and no of repairs orders    | 82,530           | 1,125                      | 897              | 5,553          | 82,530           |
| 17   | Electrical Repairs (Common Parts) (N1041111)                   | Actual                                      | 73,925           | 299                        | 238              | 3,767          | 73,925           |
| 18   | Electrical Repairs (Exterior) (N1061111)                       | Actual                                      | 3,542            | 0                          | 0                | 0              | 3,542            |
| 19   | General Repairs (Common Parts) (N1041113)                      | Actual                                      | 124,449          | 0                          | 218              | 4,572          | 124,449          |
| 20   | General Repairs (Exterior) (N1061113)                          | Actual                                      | 503,075          | 0                          | 3,727            | 28,685         | 503,075          |
| 22   | House Officer  | E. wide lease %                             | 211,359          | 2,882                      | 2,297            | 14,222         | 211,359          |
|  | <b>Sub-total of apportioned services</b>                       |   | <b>4,334,214</b> | <b>22,237</b>              | <b>26,525</b>    | <b>274,018</b> | <b>4,334,214</b> |
| 21   | S & M Technical  | Actual Time and No of repairs orders        | 125,276          | 78                         | 1,320            | 7,470          | 125,276          |
| 23   | Estate-Wide proportion of Supervision & Management costs       | Ratio see B below                           | 376,368          | 1,931                      | 2,303            | 23,795         | 376,368          |
| 24   | Directly attributed Supervision & Management costs             | Actual Time                                 | 0                | 0                          | 0                | 0              | 0                |
| 25   | Redecorations  | Actual                                      | 197,659          | 0                          | 2,208            | 0              | 197,659          |
| 26   | Safety/Security (aggregated with Water Supply Works as I       | Actual/E. wide lease%                       | 93,649           | 157                        | 821              | 5,009          | 93,649           |
| 27   | Water Supply Works (aggregated with Safety/Security as Health  | Actual/Ewide lease %                        | 30,552           | 0                          | 516              | 180            | 30,552           |
| 28   | Shakespeare/Cromwell Lobby                                     | Actual                                      | 0                | 0                          | 0                | 0              | 0                |
| 29   | Concrete works   | Actual                                      | 93,202           | 0                          | 0                | 0              | 93,202           |
| 30   | RCD sockets  | Actual                                      | 6,279            | 0                          | 0                | 0              | 6,279            |
| 31   | Emergency Lighting   | Actual                                      | 29,485           | 165                        | 131              | 812            | 29,485           |
| 32   | Fan and ductwork cleaning                                      | Actual                                      | -200             | 0                          | 0                | -200           | -200             |
| 33   | Water tank replacements  | Actual                                      | 1,431            | 0                          | 0                | 0              | 1,431            |
| 34   | Heating - Electricity  | Actual                                      | 1,729,474        | 26,100                     | 14,379           | 115,927        | 1,729,474        |
| 35   | Heating - Gas  | Actual                                      | 16,033           | 0                          | 0                | 0              | 16,033           |
|  | <b>Total Services &amp; Heating</b>                            |   | <b>7,033,421</b> | <b>50,668</b>              | <b>48,203</b>    | <b>427,013</b> | <b>7,033,421</b> |

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

| CROSS<br>REF. KEY | ITEM  | MAIN BASIS OF<br>ATTRIBUTION (A)            | ACTUAL<br>2011/12 | ACTUAL<br>2012/13 | Variance<br>Last Year % | ESTIMATE<br>2012/13 | ESTIMATE<br>2013/14 |
|-------------------|---|---|-------------------|-------------------|-------------------------|---------------------|---------------------|
| 1                 | Electricity (Common Parts and Lifts)  | Actual                                      | 336,129           | 376,168           | 11.91%                  | 376,715             | 401,749             |
| 2                 | Lift Maintenance  | Actual                                      | 316,321           | 283,556           | (10.36%)                | 312,084             | 320,991             |
| 3                 | Resident Housekeepers (Additional Pens)   | E. wide lease %                             | 238               | 250               | 5.16%                   | 0                   | 0                   |
| 4                 | Resident Engineers  | E. wide lease %                             | 343,395           | 305,628           | (11.00%)                | 250,918             | 322,295             |
| 5                 | Furniture & Fittings  | Actual                                      | 5,779             | 27,781            | 380.75%                 | 22,000              | 25,000              |
| 6                 | Window Cleaning   | Contract base                               | 164,910           | 174,067           | 5.55%                   | 170,922             | 174,320             |
| 7                 | Cleaning Materials including refuse sack  | No. cleaners                                | 18,473            | 26,827            | 45.22%                  | 28,603              | 28,603              |
| 8                 | Cleaning Equipment  | No. cleaners                                | 4,479             | 5,817             | 29.87%                  | 21,700              | 21,700              |
| 9                 | Estate Cleaners   | No. cleaners                                | 678,839           | 791,551           | 16.60%                  | 715,838             | 788,323             |
| 10                | Additional Refuse Collection  | No. cleaners                                | 12,786            | 15,730            | 23.02%                  | 11,572              | 15,730              |
| 11                | Garden Maintenance  | E. wide lease %                             | 109,097           | 104,111           | (4.57%)                 | 120,000             | 120,000             |
| 12                | Car Park Attendants   | Terrace lease %                             | 436,088           | 460,605           | 5.62%                   | 430,796             | 446,873             |
| 13                | Hall Porters  | Towers one third each plus individual costs | 535,826           | 565,837           | 5.60%                   | 549,114             | 571,716             |
| 14                | Garchey Maintenance   | E. wide lease %                             | 169,411           | 186,983           | 10.37%                  | 220,089             | 220,822             |
| 15                | Pest Control  | E. wide lease % + individual block costs    | 11,019            | 10,423            | (5.41%)                 | 10,000              | 12,001              |
| 16                | General Maintenance (Estate)  | E. wide lease % and no of repairs orders    | 48,038            | 82,530            | 71.80%                  | 120,029             | 108,378             |
| 17                | Electrical Repairs (Common Parts)   | Actual                                      | 65,676            | 73,925            | 12.56%                  | 89,515              | 99,012              |
| 18                | Electrical Repairs (Exterior)   | Actual                                      | 4,566             | 3,542             | (22.43%)                | 2,227               | 2,567               |
| 19                | General Repairs (Common Parts)  | Actual                                      | 81,730            | 124,449           | 52.27%                  | 160,769             | 132,651             |
| 20                | General Repairs (Exterior)  | Actual                                      | 551,535           | 503,075           | (8.79%)                 | 570,615             | 683,849             |
| 22                | House Officer   | E. wide lease %                             | 214,203           | 211,359           | (1.33%)                 | 215,339             | 230,001             |
|                   | Sub Total - Basis for apportionment of<br>estate wide Supervision and<br>Management Costs |   | 4,108,540         | 4,334,214         | 5.49%                   | 4,398,845           | 4,726,581           |
| 21                | S&M technical   | No of repairs orders                        | 110,167           | 125,276           | 13.72%                  | 79,753              | 122,780             |
| 23                | Estate-Wide Supervision & Management  | Ratio                                       | 284,464           | 376,368           | 32.31%                  | 417,227             | 335,881             |
| 24                | Directly attributed Supervision & Management  | Actual time                                 | 44,743            | 0                 | (100.00%)               | inc above           | inc above           |
| 25                | Redecorations   | Actual                                      | 198,293           | 197,659           | (0.32%)                 | 206,782             | 185,232             |
| 26                | Safety/Security ( included in general repairs)  | Actual/E. wide lease %                      | 96,333            | 93,649            | (2.79%)                 | inc in repairs      | inc in repairs      |
| 27                | Water Supply Works( included in general repairs)  | Actual/E. wide lease %                      | 16,509            | 30,552            | 85.06%                  | inc in repairs      | inc in repairs      |
| 28                | Shakespeare /Cromwell Lobby   | Actual                                      | -4,149            | 0                 |                         | 0                   | 0                   |
| 29                | Concrete works  | Actual                                      | 420,210           | 93,202            |                         | 329,040             | 391,915             |
|                   | Fire pumps  | Actual                                      | 17,496            | 0                 |                         | 0                   | 0                   |
| 30                | RCD sockets   | Actual                                      | 7,609             | 6,279             |                         | 20,900              | 11,001              |
| 31                | Emergency Lighting  | Actual                                      | 46,761            | 29,485            |                         | 38,500              | 35,000              |
| 32                | Fan and ductwork cleaning   | Actual                                      | 19,459            | -200              |                         | 102,300             | 0                   |
|                   | Digital TV consultation   | Actual                                      | 10,289            | 0                 |                         | 0                   | 0                   |
|                   | Electrical testing  | Actual                                      | 6,486             | 0                 |                         | 0                   | 0                   |
| 33                | Water tank replacements   | Actual                                      | 21,176            | 1,431             |                         | 0                   | 0                   |
|                   | Total Services  |   | 5,404,385         | 5,287,914         |                         | 5,593,347           | 5,808,390           |
| 34                | Heating - Electricity   | Actual                                      | 1,219,798         | 1,729,474         |                         | 1,588,874           | 1,696,036           |
| 35                | Heating - Gas   | Actual                                      | 13,950            | 16,033            |                         |                     |                     |
|                   | Total Services & Heating  |   | 6,638,133         | 7,033,421         |                         | 7,182,221           | 7,504,426           |

| Cross ref key | ITEM  | MAIN BASIS OF ATTRIBUTION (A)               | AMOUNT TO APPORTION | ANDREWES HOUSE<br>£ | Type 21<br>£ |
|---------------|---|---|---------------------|---------------------|--------------|
| 1             | Electricity (Common Parts and Lifts)  | Actual                                      | 376168              | 31912               | 172          |
| 2             | Lift Maintenance  | Actual                                      | 283556              | 37177               | 201          |
| 3             | Resident Housekeepers (Additional Pension)                                      | E. wide lease %                             | 250                 | 18                  | 0            |
| 4             | Resident Engineers  | E. wide lease %                             | 305628              | 21814               | 118          |
| 5             | Furniture & Fittings  | Actual                                      | 27781               | 0                   | 0            |
| 6             | Window Cleaning   | Contract base                               | 174067              | 14092               | 76           |
| 7             | Cleaning Materials including refuse sacks                                       | No of cleaners                              | 26827               | 3076                | 17           |
| 8             | Cleaning Equipment  | No of cleaners                              | 5817                | 498                 | 3            |
| 9             | Estate Cleaners   | No. cleaners                                | 791551              | 90762               | 490          |
| 10            | Additional Refuse Collection  | No. cleaners                                | 15730               | 0                   | 0            |
| 11            | Garden Maintenance  | E. wide lease %                             | 104111              | 7431                | 40           |
| 12            | Car Park Attendants   | Terrace lease %                             | 460605              | 47466               | 256          |
| 13            | Hall Porters  | Towers one third each plus individual costs | 565837              | 0                   | 0            |
| 14            | Garchey Maintenance (Andrewes & Wallside/Postern reduced for charges elsewhere) | E. wide lease %                             | 186983              | 13723               | 74           |
| 15            | Pest Control  | E. wide lease % plus individual block costs | 10423               | 715                 | 4            |
| 16            | General Maintenance (Estate)  | E. wide lease % and no of repairs orders    | 82530               | 5890                | 32           |
| 17            | Electrical Repairs (Common Parts) (N1041111)                                    | Actual                                      | 73925               | 3769                | 20           |
| 18            | Electrical Repairs (Exterior) (N1061111)  | Actual                                      | 3542                | 19                  | 0            |
| 19            | General Repairs (Common Parts) (N1041113)                                       | Actual                                      | 124449              | 9439                | 51           |
| 20            | General Repairs (Exterior) (N1061113)   | Actual                                      | 503075              | 33714               | 182          |
| 22            | House Officer   | E. wide lease %                             | 211359              | 15085               | 81           |
|               | <b>Sub-total of apportioned services</b>  |   | <b>4334214</b>      | <b>336600</b>       | <b>1818</b>  |
| 21            | S & M Technical   | Actual Time and No of repairs orders        | 125276              | 11235               | 61           |
| 23            | Estate-Wide proportion of Supervision & Management costs                        | Ratio see B below                           | 376368              | 29229               | 158          |
| 24            | Directly attributed Supervision & Management costs                              | Actual Time                                 | 0                   | 0                   | 0            |
| 25            | Redecorations   | Actual                                      | 197659              | 20313               | 110          |
| 26            | Safety/Security (aggregated with Water Supply Works as Health/Safety/Security)  | Actual/E.wide lease%                        | 93649               | 6351                | 34           |
| 27            | Water Supply Works (aggregated with Safety/Security as Health/Safety/Security)  | Actual/Ewide lease %                        | 30552               | 1020                | 6            |
| 28            | Shakespeare/Cromwell Lobby  | Actual                                      | 0                   | 0                   | 0            |
| 29            | Concrete works  | Actual                                      | 93202               | 0                   | 0            |
| 30            | RCD sockets   | Actual                                      | 6279                | 1794                | 10           |
| 31            | Emergency Lighting  | Actual                                      | 29485               | 862                 | 5            |
| 32            | Fan and ductwork cleaning   | Actual                                      | -200                | 0                   | 0            |
| 33            | Water tank replacements   | Actual                                      | 1431                | 0                   | 0            |
| 34            | Heating - Electricity   | Actual                                      | 1729474             | 152051              | 821          |
| 35            | Heating - Gas   | Actual                                      | 16033               | 0                   | 0            |
|               | <b>Total Services &amp; Heating</b>   |   | <b>7033421</b>      | <b>559454</b>       | <b>3021</b>  |

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

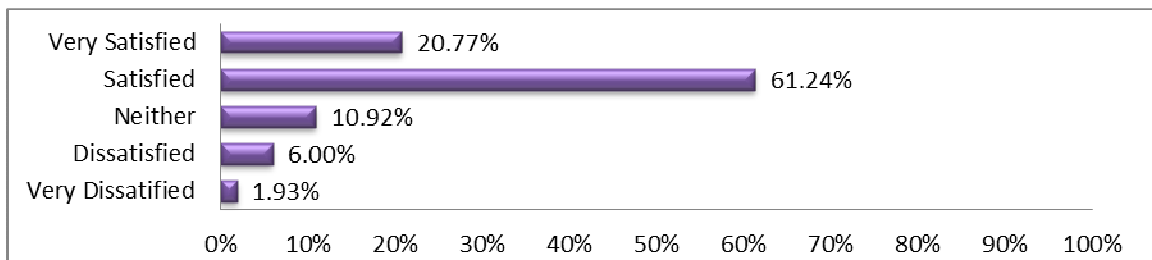
## Background

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

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

**Current Position**

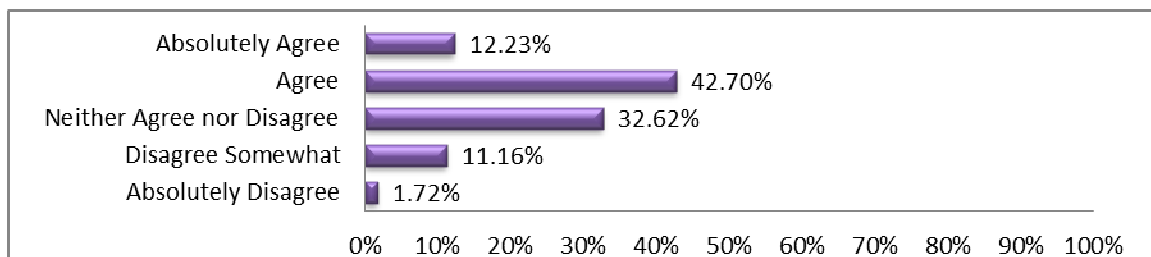
9. **Customer Care** –The result of 82% was achieved in the “satisfied” or “very satisfied” categories.



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

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

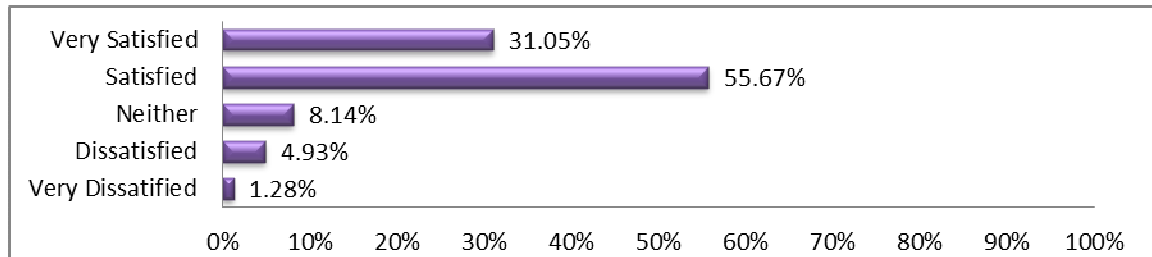
10. **Value for Money** - 55% of responses “absolutely agreed” and “agreed” with the statement that the Barbican Estate Office provides value for money in managing the estate.



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

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

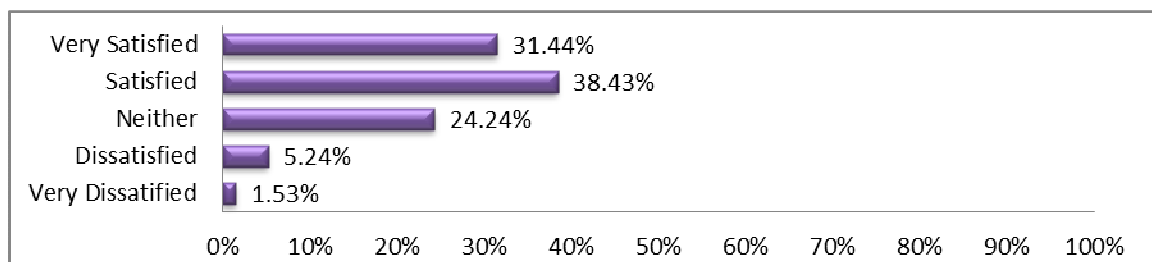
11. **Communications** - 87% was achieved in the “satisfied” or “very satisfied” categories in the methods of keeping the Barbican residents informed about matters that concern them with 8% being “neither satisfied or dissatisfied”.



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

*“Well done for an online survey.”*

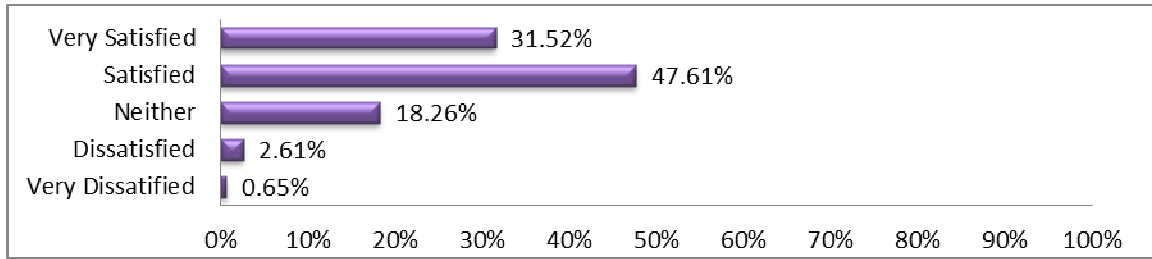
12. **House Officers** –70% satisfaction was achieved with 24% “neither satisfied or dissatisfied”.



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

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

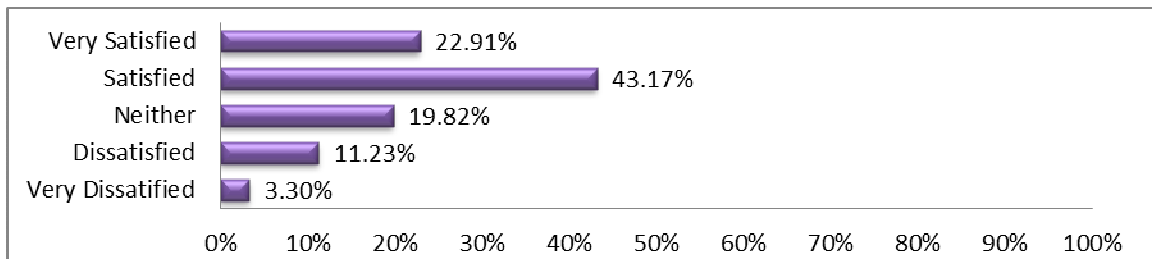
13. **Barbican Estate Office Reception** – A result of 79% was achieved in the “satisfied” or “very satisfied” categories in the way the Reception deals with their general enquiries.



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

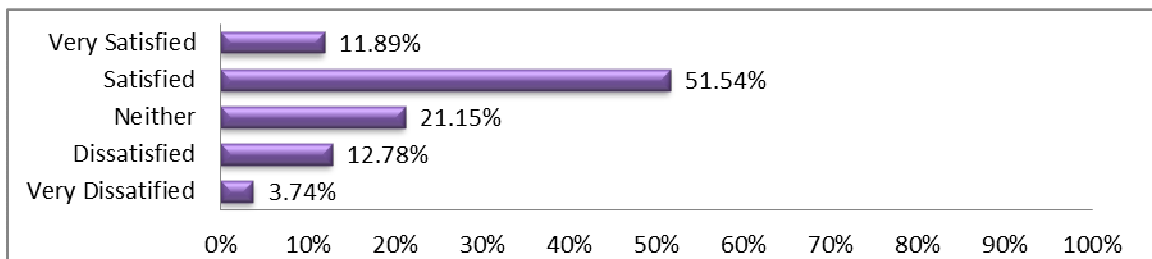
*“On plus side, all estate office and house personnel are courteous and helpful and Barbican remains a safe and secure and enjoyable environment.”*

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



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

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

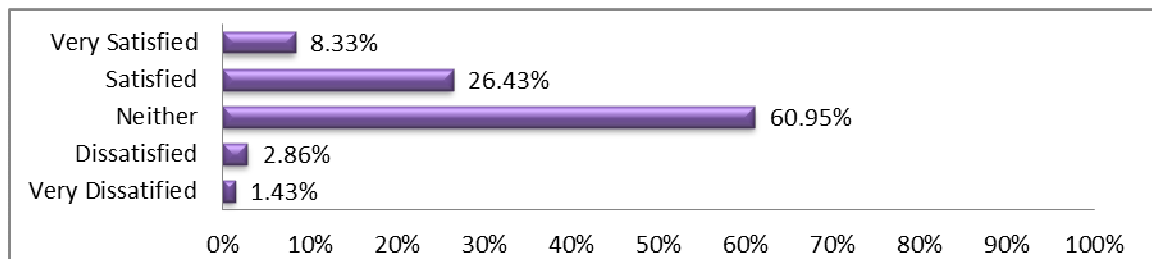


*“I have also experienced slowness in responding to repairs of communal facilities.”*

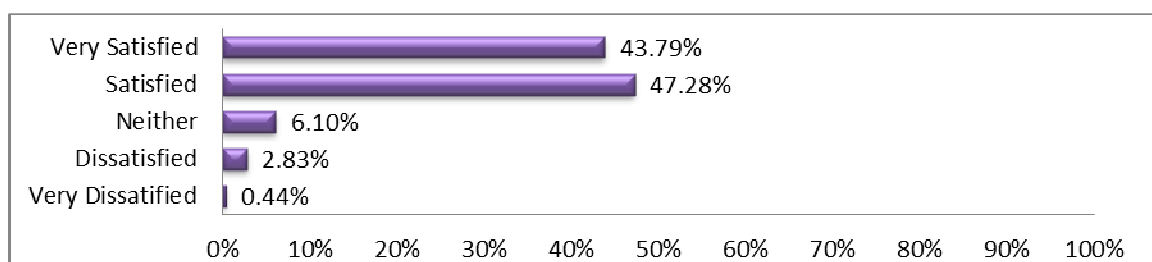
*“We continue to keep a close eye on the repairs service as we regard this as a vital service to residents and one which we value.”*



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



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

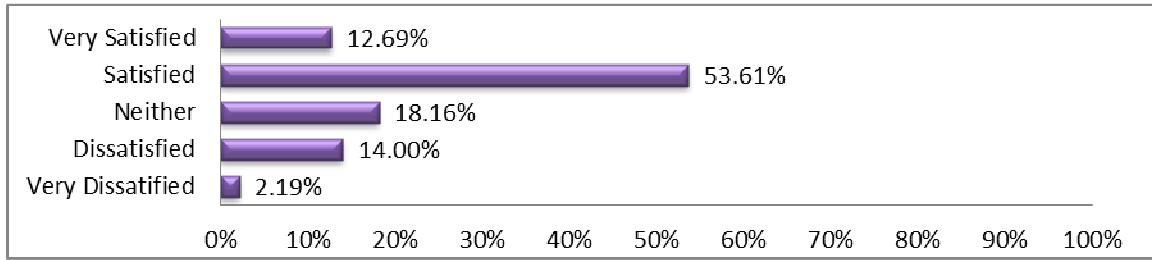


*“cleaning team provide a great service”*

*“Walkways needs more cleaning”*

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

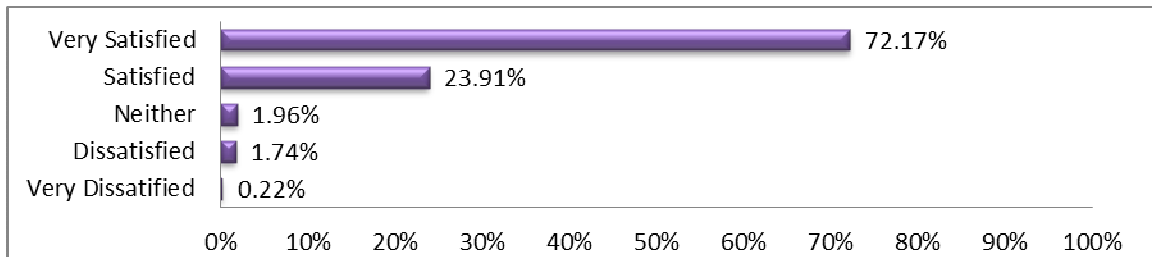
21. **Window Cleaning** - 66% was achieved in the “very satisfied” or “satisfied” categories with 18% being “neither satisfied or dissatisfied”.



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

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

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

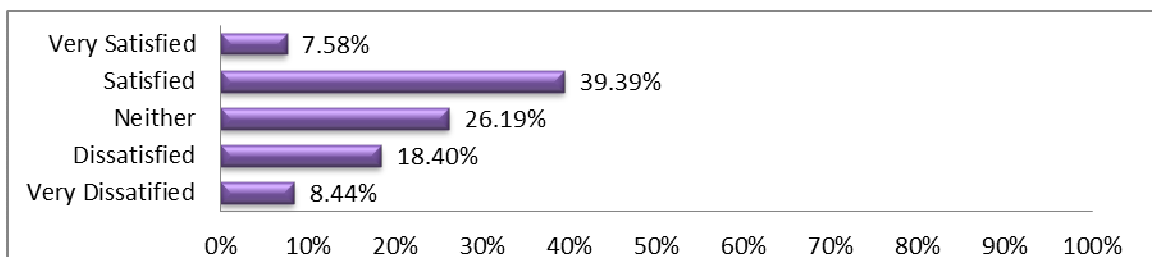


*“Would be nice to improve security - have parking attendants check doors are closed, get engineering to check closing mechanisms, look at getting video entry”*

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

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

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

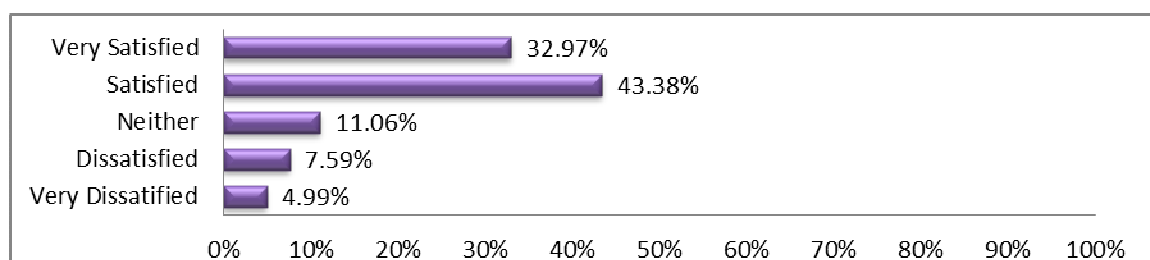


*“Quality of preparation for repainting Blocks, esp metal railings needs more attention”*

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

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

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



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

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

## **Residents' Comments**

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

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

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

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

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

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

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

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

## **Conclusion**

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

## **RECOMMENDATION**

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

**Background Papers:**

October 2004 Residents Satisfaction Survey

October 2005 Residents Satisfaction Survey

March 2007 Residents Satisfaction Survey

May 2009 Residents Satisfaction Survey

March 2011 Residents Satisfaction Survey

**Contact Officer:** Michael Bennett, Barbican Estate Manager:  
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# Resident Survey May 2013

## Barbican Estate Office

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

Very Satisfied      Satisfied      Neither      Dissatisfied      Very Dissatisfied

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

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

## Customer care

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

Very Satisfied      Satisfied      Neither      Dissatisfied      Very Dissatisfied

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

Very Satisfied      Satisfied      Neither      Dissatisfied      Very Dissatisfied

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

Very Satisfied      Satisfied      Neither      Dissatisfied      Very Dissatisfied

## Property Maintenance

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

Very Satisfied      Satisfied      Neither      Dissatisfied      Very Dissatisfied

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

Very Satisfied      Satisfied      Neither      Dissatisfied      Very Dissatisfied

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

Very Satisfied      Satisfied      Neither      Dissatisfied      Very Dissatisfied

### **Estate Services**

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

Very Satisfied      Satisfied      Neither      Dissatisfied      Very Dissatisfied

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

Very Satisfied      Satisfied      Neither      Dissatisfied      Very Dissatisfied

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

Very Satisfied      Satisfied      Neither      Dissatisfied      Very Dissatisfied

### **Major Works**

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

Very Satisfied      Satisfied      Neither      Dissatisfied      Very Dissatisfied

### **Gardens & Lakes**

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

Very Satisfied      Satisfied      Neither      Dissatisfied      Very Dissatisfied

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

.....

.....

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|  |   |
|--|---|
| <b>Committee(s):</b><br>Residents' Consultation Committee<br>Barbican Residential Committee  | <b>Date(s):</b><br>02 September 2013<br>16 September 2013 |
| <b>Subject:</b><br>Service Level Agreements Quarterly Review April – June 2013   |   |
| <b>Report of:</b><br>Director of Community and Children's Services   | <b>Public</b>   |
| <p><b>Executive Summary</b></p> <p>This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements for the quarter April to June 2013. This report details comments from the House Officers and the Resident Working Party and an on-going action plan for each of the five Service Level Agreements.</p> <p><b>Recommendation</b></p> <p>That the Committee notes the work undertaken by the Barbican Estate Office and the Resident Working Party to monitor and review the implementation of Service level Agreements estate-wide and to identify and implement actions where appropriate, to improve services.</p> |   |

## **Background**

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

## **Current Position**

2. All of the agreed six weekly block inspections have been completed in the quarter April to June.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent Service Level Agreement Working Party review meeting in July and any new comments from the residents

Working Party, House Officers, surveys, House Group meetings and complaints are incorporated into the April to June comments.

4. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1, 2, 3, 4 and 5. The action plans monitor and show the progress made from each of the quarterly reviews together with all of the comments and responses/actions from the House Officers and resident working party. All of the unresolved issues from the previous quarterly reviews to March 2013 have been carried forward to this current quarterly review. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
5. All of the resolved issues to March 2013 have been filed as completed by the House Officers in conjunction with the resident working party. Once comments are completed, they will be removed and filed.

### **Proposals**

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

### **Conclusion**

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

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

**Contact:** *Michael Bennett, Barbican Estate Manager*  
020 7029 3923  
*barbican.estate@cityoflondon.gov.uk*

## APPENDIX 1

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

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

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**APPENDIX 2**  
**SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2013**

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

## APPENDIX 3

### SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2013

|     | <u>Quarter</u>  | <u>COMMENT/QUERY</u>  | <u>RESPONSE/ACTION</u>  | <u>COMPLETED</u> |
|-----|-----------------|---|---|------------------|
| 145 | Oct-Dec 2011    | Water penetration procedure - the letters to update residents on the cause of a leak seem to be being sent out sporadically. Letters not being sent out could lead to complaints and problems caused by residents making late insurance claims. | Reviewed and letters updated. Further monitoring following changes. Letters still not being sent to off site addresses? Reiterated to PS.     |                  |
| 161 | Jan - Mar 13    | DBE are carrying out a lighting trial on the outside of blocks whereby LED lighting will be used.   | Defoe House s/c 10 being used as pilot area for LED lighting. Being monitored via checks and resident feedback. No adverse feedback received. | ✓                |
| 164 | Apr - Jun 13    | PS new procedures in place regarding long term issues to ensure residents are kept informed eg delays to works due to weather conditions  | For comment only.   | ✓                |
| 165 | Apr - Jun 2013  | From Resident Survey. Communication and follow up from Repairs can be patchy.   | Fed back to PS team.  |                  |
| 166 | Apr - Jun 2013  | From Resident Survey. Simple repairs can take a long time to resolve  | Fed back to PS team.  |                  |
| 167 | Apr - June 2013 | Resident query - Water testing - exactly what tests are included in this within properties?   | Temperature of cold water from tank (ie. cold water tap in bathroom) is tested. Must be below 20C within 2 mins of flow.                      | ✓                |

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

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

**APPENDIX 5**  
**SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2013**

|     | <u>Quarter</u> | <u>COMMENT/QUERY</u>   | <u>RESPONSE/ACTION</u>   | <u>COMPLETED</u> |
|-----|----------------|--|--|------------------|
| 126 | Apr - Jun 12   | Irrigation under BJH has been cut off by cinema project.   | OS to hand water where required.   |                  |
| 133 | Oct - Dec 12   | Concrete Planters @ Cromwell Tower and Lauderdale Tower. To speak with House groups about BEO's option of moving the larger concrete planters to replace the worn out smaller wooden tubs. | Fedback from Lauderdale that they should remain where they are. Cromwell would like 2 either side of entrance. BEO reviewing for Autumn works. Tubs planted with wild flower meadow mix. |                  |
| 136 | Jan - Mar 13   | Thomas More Gardens - possibly 3 trees being removed. This is on the advice of Open Spaces as they are diseased and not thriving. Local blocks will be informed before this happens.       | Now only one tree on advice of Open spaces. This will be carried out in the Autumn with commincations to all residents prior.  | ✓                |
| 137 | Apr - Jun 13   | positive feedback about private gardens maintenance  | For comment only.  | ✓                |
| 138 | Apr - Jun 13   | resident event to be held in the Autumn for bulb planting  | For comment only.  | ✓                |
| 139 | Apr - Jun 13   | From Resident Survey. Waterfall needs to better maintained.  | This is currently being reviewed by contractors in terms of access.  |                  |

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

## **Background**

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

### **Barbican Estate Office Issues**

#### **1. "You Said We Did" Action List**

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

#### **2. Key Performance Indicators, Statistics**

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

#### **3. Open Spaces**

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

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

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

#### **4. RTA Annual Audit**

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

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

**Background Papers:**

Minutes of the Barbican Residential Committee 03 June 2013.

Minutes of Residents' Consultation Committee 17 June 2013.

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## Appendix 1

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

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

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

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

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## Appendix 2

### Summary of Key Performance Indicators April 2013 to June 2013

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

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

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

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

| Let            | Sold       | Allocated<br>(In process) | Unlettable | Allocated to<br>BEO | In Query | Vacant   | <b>Total</b> | Average Void<br>time in days |
|----------------|------------|---------------------------|------------|---------------------|----------|----------|--------------|------------------------------|
| 1172<br>(1164) | 66<br>(70) | 2<br>(3)                  | 16<br>(16) | 2<br>(2)            | 6<br>(9) | 2<br>(2) | 1266<br>1266 | 32<br>(28)                   |

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

**Waiting List**

| Do not<br>have a<br>Store | To Swap a store<br>(to another<br>location) | Additional Store – (where<br>resident already has<br>access to a single store) | Additional Store (where<br>resident already has<br>access to more than 2<br>stores) | Total        |
|---------------------------|---|--|---|--------------|
| (70)<br>(70)              | 48<br>(51)                                  | 51<br>(50)   | 1<br>(1)  | 170<br>(172) |

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

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

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

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

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



# BARBICAN ESTATE - CAR PARKING BAYS

AS AT AUGUST 2013

| CAR PARK    | ANDREWES | BRETON | BUNYAN | CROMWELL | DEFOE | SPEED | LAUDERDALE | THOMAS MORE | 01 WILLOUGHBY | 03 WILLOUGHBY | TOTALS | PREVIOUS TOTALS (May 2013) |
|-------------|----------|--------|--------|----------|-------|-------|------------|-------------|---------------|---------------|--------|----------------------------|
| SOLD        | 15       | 3      | 1      | 10       | 33    | 83    | 21         | 12          | 7             | 62            | 247    | 153                        |
| RESIDENTIAL | 95       | 74     | 75     | 58       | 117   | 41    | 77         | 97          | 85            | 5             | 724    | 734                        |
| COMMERCIAL  | 2        | 39     | 5      | 0        | 0     | 0     | 0          | 0           | 4             | 3             | 53     | 53                         |
| VACANT      | 23       | 123    | 128    | 24       | 10    | 31    | 7          | 41          | 58            | 39            | 484    | 568                        |
| TOTALS      | 135      | 239    | 209    | 92       | 160   | 155   | 105        | 150         | 154           | 109           | 1508   | 1508                       |

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

## Former Car Bays - Reasons why no longer used as car bays:

BAGGAGE STORES / TRANSPORTABLE BAGGAGE STORES

BAYS TOO SMALL / AWKWARD TO PARK

BICYCLE LOCKERS / RACKS / CAGES / MOBILITY SCOOTERS

CAR PARKING OFFICES

ENTRANCES / EXITS TO BLOCKS

FIRE EXITS/FIRE HOSE REEL STORAGE

LOW CEILING HEIGHTS/OPEN TO ELEMENTS/PILLARS

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

## Visitors Bays

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

## Heron Tower Development

Licence Agreement - 134 car bays from Speed & 03 Willoughby car parks. The remaining 49 car bays are currently under negotiation with Heron for purchase.

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





## Agenda Plan 2013

| Report Title   | Officer         | RCC Meeting Date | BRC Meeting Date |
|--|-----------------|------------------|------------------|
| Update Report  | Michael Bennett | 25 Nov           | 9 Dec            |
| SLA Review   | Michael Bennett |                  |                  |
| Roof Apportionments for Shakespeare Tower, Breton House & Ben Jonson House | Mike Saunders   |                  |                  |
| Sales Report   | Anne Mason      |                  |                  |
| Arrears Report <b>(BRC Only)</b>   | Anne Mason      |                  |                  |
| Revenue & Capital Budgets  | Anne Mason      |                  |                  |
| Annual Review of RTAs  | Town Clerks     |                  |                  |
| Car Park Charging  | Barry Ashton    |                  |                  |

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**Property Services Update**  
**Appendix 3**

**5. Redecorations**

**2013/14 Programme**

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

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

**6. Roof Apportionments.**

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

## **7. Beech Gardens Podium Works (As at 14<sup>th</sup> August 2013)**

### **Procurement**

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

### **Soft Landscaping**

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

### **Work in progress**

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

### **Residents Meetings**

The next Beech Gardens residents' meetings have been set up for Wednesday 4 September at 12.30 & 7.00pm in the BEO Residents Meeting Room – there will be an update on the appointed contractor and the anticipated programme.

## **8. Asset Maintenance Plan**

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

## **9. Public Lift Availability and Lift Maintenance Contract**

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

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

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

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

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

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

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## City Surveyors Update

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

### 11. St Alphage House

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

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

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

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

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

### 13. YMCA

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



14. **Crossrail - Resident Consultation**

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

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

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

Telephone: 020 3229 9552

Email: [jonathanbaggs@crossrail.co.uk](mailto:jonathanbaggs@crossrail.co.uk)

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## APPENDIX 5

### Gardens Advisory Group – Minutes of Meeting 1 July at 2.30

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

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

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