



Barbican Estate Residents Consultation Committee

Date: MONDAY, 25 NOVEMBER 2013

Time: 6.30pm

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

Members:

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

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

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 (RCC) held on 2 September 2013

For Decision
(Pages 1 - 14)

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

Report of the Town Clerk

5. **SLA REVIEW**

Report of the Director of Community and Children's Services

For Information
(Pages 15 - 22)

6. **SALES REPORT**

Report of the Director of Community and Children's Services

For Information
(Pages 23 - 26)

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

Report of the Chamberlain

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

Report of the Chamberlain

9. **CAR PARK CHARGING**

Report of the Director of Community and Children's Services

For Information
(Pages 27 - 36)

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

Report of the Town Clerk

For Information
(Pages 37 - 42)

11. **UPDATE REPORT**

Report of the Director of Community and Children's Services
Appendix 4 – City Surveyor's update – to follow

For Information
(Pages 43 - 62)

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

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

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Agenda Item 3

BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Monday, 2 September 2013

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

Present

Members:

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

In Attendance

Officers:

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

1. APOLOGIES

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

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

There were no declarations.

3. MINUTES

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

4. TOWER CONCRETE INVESTIGATIONS AND REPAIRS

The Chairman agreed to table a representation from the Barbican Association, setting out further queries and concerns in his matter. The Town Clerk had received the document earlier in the day and forwarded it to the Chairman of the Barbican Association (BRC). The Chairman of the BRC had agreed that, in

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

5. **BACKGROUND UNDERFLOOR HEATING**

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

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

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

6. **REVENUE OUTTURN**

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

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

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

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

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

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

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

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

8. **RESIDENTS' SURVEY**

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

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

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

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

9. **SLA REVIEW**

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

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

10. **UPDATE REPORT**

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

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

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

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

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

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

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

There were no further questions.

13. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

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

The meeting ended at 8.30 pm

Chairman

**Contact Officer: Julie Mayer
tel.no.: 020 7332 1410
Julie.Mayer@cityoflondon.gov.uk**

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

June BRC - Question relating to Residential Rent Review

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

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

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

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

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

Page 41 of papers – Background Underfloor Heating

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

A. Too early to say.

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

A. The Working Party will look at this.

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

A. The Working Party will look at this.

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

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

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

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

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

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

A. Too early to say.

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

A. The Working Party will look at this.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

A. The BEO currently takes the following actions:-

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

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

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

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

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

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

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

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

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

Page 109 of papers – Update Report

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

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

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

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

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

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

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

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Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 25 November 2013 09 December 2013
Subject: Service Level Agreements Quarterly Review July – September 2013	
Report of: Director of Community and Children's Services	Public
<p>Executive Summary</p> <p>This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements for the quarter July to September 2013. This report details comments from the House Officers and the Resident Working Party and an on-going action plan for each of the five Service Level Agreements.</p> <p>Recommendation</p> <p>That the Committee notes the work undertaken by the Barbican Estate Office and the Resident Working Party to monitor and review the implementation of Service level Agreements estate-wide and to identify and implement actions where appropriate, to improve services.</p>	

Background

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

Current Position

2. All of the agreed six weekly block inspections have been completed in the quarter July to September.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent Service Level Agreement Working Party review meeting in November and any new comments from the residents Working Party, House Officers, surveys, House Group meetings and complaints are incorporated into the July to September comments.

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

Proposals

6. The Barbican Estate Office will continue to action and review the comments from the House Officers and Resident Working Parties related to the Customer Care, Supervision and Management, Estate Management, Property Maintenance, Major Works and Open Spaces Service Level Agreements.
7. The review of the Service Level Agreements for the quarter October to December 2013 will take place in January 2014 and details of this review will be presented at the March 2014 committees.

Conclusion

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

Background Papers: Quarterly reports to committee from 2005.

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>
156	April - June 2012	House Officers sporadically receiving copies of complaint letters to Technical Services.	BEO Manager attending Property Services weekly meetings which should improve communications.	
161	Apr - Jun 2013	From Resident Survey. Could a standard letter (or Bbnews article) be produced explaining security on doors and windows to make Contents Insurance easier to apply for?	This will be in the December issue of Barbicanews in the form of a FAQ	
162	Apr - Jun 2013	From Resident Survey. Great to have an online survey but review answers and add in a N/A	A link will be sent out where residents can access the survey and all comments.	✓
163	Apr - Jun 2013	From Resident Survey. Unhappy with procedure following water pen i.e.. Resident to claim on insurance. It should be for the BEO to sort out.	The current procedure of residents making the claim is to remain.	✓
164	Apr - Jun 2013	To review communication with off site long lessees (in terms of blockwide notices).	Currently being reviewed as part of the BEO Communications Strategy.	
165	Apr - Jun 2013	BEO - PS meetings. To be more "2 way". Not just BEO bringing up items	Discussed with Property Services Team.	✓
166	July - Sept 2013	Number of complaints are being monitored more closely by the new logging procedure for emails to individual addresses - not just BEO Estate Office.		
Page 17	July - Sept 2013	The Section 20 notices have been improved with more background information on them.	For comment only.	
		Quarter - at the end of each quarter issues are raised by the House Officers and SLA Working Party which are then presented to service providers		
		Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily		
		SLA Service Level Agreement	LS Leasehold Services	
		CPA Car Park Attendant	DCCS Department of Children and Community Services	
		LP Lobby Porter	COG Core Operational Group	
		ES Estate Services	BOG Barbican Operational Group	
		BAC Barbican Arts Centre	ESM Estate Service Management	
		OS Open Spaces	DMT Departmental Management Team	
		WP Working Party	PS Property Services	
		GAG Gardens Advisory Group		

APPENDIX 1
SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2013

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2013

	<u>Quarter</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
139	Oct - Dec 12	Cromwell railings - to monitor if bicycles being locked on, is now more of an issue with the cinemas open.	A couple of issues noted. Still monitoring.	
144	Apr - Jun 13	Following Resident Survey. Cleaning Manager reviewing podium cleaning levels/staffing at weekends	Cleaning Manager monitoring standards of cleaning at weekends on the podium & to review in December.	
145	Apr - Jun 13	Cleaners need to pay greater attention to void/out of the way areas (such as common areas on balconies)	Communicated to cleaning team.	✓
146	Apr - Jun 13	Following Resident Survey. Issues with window cleaning. Quality, smears and leaving privacy screens open	Communicated to window cleaning team.	✓
147	Apr - Jun 13	Following Resident Survey. More bins in private gardens?	To be raised at RCC for discussion.	✓
148	Apr - Jun 13	Following Resident Survey. Concierge staff considered to be great value for money and provide an excellent service.	For comment only.	✓
149	Apr - Jun 13	Following Resident Survey. Bicycle parking in car parks to be reviewed. Not enough space and too many old bikes.	Rolling programme of bike amnesties has begun in 2 car parks.	✓
150	Apr - Jun 13	Following Resident Survey. Handover to temporary concierge can be problematic.	Line Manager reviewing.	
151	Jul - Sep 13	Cleaning team will now be carrying out the weed spraying on the podium in addition to the Open Spaces team.	For comment only.	
152	Jul - Sep 13	Cleaning Supervisors to pick up and action cleaning issues as outlined in inspection reports.		

Page 19

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2013

	<u>Quarter</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
145	Oct-Dec 2011	Water penetration procedure - the letters to update residents on the cause of a leak seem to be being sent out sporadically. Letters not being sent out could lead to complaints and problems caused by residents making late insurance claims.	Reviewed and letters updated. Further monitoring following changes. Letters still not being sent to off site addresses? Reiterated to PS.	
163	Jan - Mar 13	Asset Maintenance WP - more detail about the actual assets and current cyclical programmes to be forthcoming	Draft Asset Management Strategy to be basis of next WP meeting to be set up in November.	
165	Apr - Jun 2013	From Resident Survey. Communication and follow up from Repairs can be patchy.	Fed back to PS team but still being monitored	
166	Apr - Jun 2013	From Resident Survey. Simple repairs can take a long time to resolve	Fed back to PS team.	✓
167	July - Sept 2013	Lighting in public areas is being looked at e.g. Defoe/John Trundle. Some improvements have already taken place.		
168	July - Sept 2013	Podium tiling (Landlords items) are being reviewed and prioritised by BEO.	Priorities are Ben Jonson Highwalk, Defoe Place - to be carried out over next few months.	
169	July - Sept 2013	Resident comment - reasons for things to be included in letters to residents (such as water outtages)		

APPENDIX 4
SLA AGREEMENT REVIEW - MAJOR WORKS 2013

	<u>Quarter</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
88	April-June 2011	Tower blocks - concrete spalling - TS are arranging for surveys to be carried out to the 3 tower blocks. Any necessary remedial works will be carried out following the surveys.	Lauderdale & Shakespeare Towers have been completed and the remaining works are on programme to be completed by the end of 2013.	
94	Jan-March 2012	Concrete survey - are other blocks to be tested?	programme of checks and tests be carried out on the low rise blocks. Following expiry of the S20 notice period, orders have been placed for both Breton House and Mountjoy House. Following installation of abseiling anchors to both blocks during the latter half of October, the survey works started at Breton House in November. The anticipated start of survey works at Mountjoy House will be from w/c 16th December, due to restricted access above the school playground.	
104	Jan - Mar 2013	Roof guarantee information - an article for barbicanews about next blocks to expire?	For Dec 2013 issue. Next block is Andrewes in Oct/Nov 2014.	
107	Apr - Jun 2013	From Resident Survey. Redecorations projects - greater prep required.	Fed back to PS.	✓
108	Apr - Jun 2013	From Resident Survey. Quality of repairs in public areas is poor e.g. tiling.	Fed back to colleagues in Department of the Built Environment. BEO reviewed priorities across the estate (see PM SLA action plan).	✓
109	Apr - Jun 2013	From Resident Survey. Dissatisfaction with speed of Beech Gardens project and communication.	Fed back to PS.	✓
110	Apr - Jun 2013	As per roof guarantee information, can the BEO advertise in advance when defects periods are due to end for projects such as redecorations.	PS can do this.	✓
111	July - Sept 2013	The 'Lessons Learnt' exercise will be done after the redecoration projects of 2013/14.		
112	July - Sept 2013	No major issues have been raised by residents during the recent concrete repairs to the 3 towers carried out since Sept 13		

Page 21

APPENDIX 5
SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2013

	<u>Quarter</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
126	Apr - Jun 12	Irrigation under BJH has been cut off by cinema project. Breton planters looking distressed.	OS to hand water where required. City Surveyor will be reporting to RCC/BRC on this.	
127	Jul - Sep 12	Various difficult to access areas - problems with safety equipment currently being reviewed.	TM hanging gardens - quote from VT. PS now looking at design for LBC application Frobisher Buttresses - quote provided but method statement needed for Central H&S. seeking other quotes	
133	Oct - Dec 12	Concrete Planters @ Cromwell Tower and Lauderdale Tower. To speak with House groups about BEO's option of moving the larger concrete planters to replace the worn out smaller wooden tubs.	Orders placed with Open Spaces for replacement planters	
139	Apr - Jun 13	From Resident Survey. Waterfall needs to better maintained.	Now cleaned of weeds. Some maintenance identified.	✓
140	Jul - Sep 13	Wild flower mix used in various planters across the estate. Very positive feedback received.	For comment only.	
141	Jul - Sep 13	Lake maintenance has been excellently managed this year with very little weed noted.	For comment only.	

Agenda Item 6

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

Main Report

BACKGROUND

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

SURRENDERS

2.

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

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

3.

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

OPEN MARKET SALES

4.

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

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

APPROVED SALES

8.

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

APPROVED LETTINGS

9.

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

11. SALES PER BLOCK

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

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

Contact: Anne Mason
anne.mason@cityoflondon.gov.uk
 Telephone Number: 020 7029 3912

Agenda Item 9

Committee:	Date:
Residents' Consultation Committee	25 November 2013 (Information)
Barbican Residential Committee	09 December 2013 (Decision)
Subject:	Public
Car Parking Charging	
Report of: Director of Community and Children's Services	

Summary

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

Recommendation

5. That all car parking licence fees are to be subject to review from 25 March 2014 for the following year. The increase to be calculated by reference to the RPI published by the Office for National Statistics in September of the preceding year to allow appropriate notice to be given to Barbican residents. The RPI published in September 2013 was 3.2%.
6. The effect of this will be that from 25 March 2014 the annual licence fees for
 - annual residential car parking licences will increase from £1,155 to £1,192;
 - daily car parking charges will increase from £9.44 to £9.74;
 - annual commercial car parking licences will increase from £4,228

- to £4,363 (excluding VAT);
- annual residential motorcycle licences will increase from £216 to £223;
 - administration fees for new car bay licences will increase from £57 to £58;
 - annual fees for electrical mobility scooters will increase from £385 to £397;
 - annual fees for bicycle stores will increase from £81 to £84;
 - purchase price for a car bay on the estate will increase from £8,208 to £8,470;
7. These measures would increase Car Parking revenue for 2014/15 by an estimated £31,500 at current levels of occupancy.

Main Report

Background

8. The Barbican Residential Committee at its meeting on 26 January 2009 resolved that the fees for car parking would be subject to an increase over the next three years with the increase to be calculated by reference to the RPI published in September each year.
9. The Barbican Residential Committee at its meeting on 12 December 2011 resolved that the fees for car parking would be subject to an RPI increase over the following year only and that the next annual review should include a detailed report and analysis of research into local demand, utilisation, comparisons and income generation.
10. Barbican Estate Officers attended a working party, set up by the Director of the Built Environment, to review all of the City of London's public car parks with regard to their financial position and to ensure that they are achieving best use of assets. A committee report was presented to the Environmental Department Chief Officer Group (EDCOG) in September 2013, listed in this report as a background paper.
11. The method of utilising the RPI as a basis for reviewing the car parking charging policy has been accepted by residents and it proposed to extend this method of calculation for a further year and that next year the 3 year Car Parking Charging Policy be reintroduced for 2015/16 in line with the 3 year Baggage Store Charging Policy. The RPI published in September 2013 was 3.2%. This method of calculation resulted in the following increases.

June 2010	June 2011	June 2012	June 2013	March 2014
4.9%	nil	5.2 %	2.6%	3.2%

Car Park Charges

12. There are currently 1508 car bays within the Barbican Estate's car parks. The below table details the current car bay letting figures and by applying the RPI published in September this year of 3.2%, the following car parking charges will apply.

Licence Type	Number of Users	Current Rate	New Rate
Residential Car Bay	718	£1,155	£1,192
Daily Car Parking	7,800	£9.44	£9.74
Commercial Car Bay (excludes other contracts, net of VAT)	16	£4,228	£4,363
Residential Motorcycle Bay	26	£216	£223
Electrical Mobility Scooters	0	£385	£397
Bicycle Lockers	100	£81	£84
Purchased Car Bay	297	£8,208	£8,470

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

Car Park Occupancy

14. The current car park occupancy is included in Appendix 1, with the overall occupancy at 71%. This has increased due to the Heron Tower development purchasing 184 car bays. However, although we have retained 38 commercial bays with Deutsche Bank, they have surrendered 20 bays and we have also lost a further 19 bays from the City of London Police.

15.The comparative car parking charges for car parks in or adjacent to the City and history of the charges from 2004 are included in Appendix 3.

16.The History and Forecast of the Barbican Estate Car Parking Bay usage is shown in Appendix 2.

Car Park Account Financial Forecasts

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

Income generation

18.An improvement in the financial position for 2014/15 reflects increased revenue from, for example, Heron paying service charges for residential car bays and from continued commercial car parking. However, although we have retained 38 commercial bays with Deutsche Bank, they have surrendered 20 bays and we have also lost a further 19 bays from the City of London Police.

19.However, given the current economic climate, Officers will continue to explore and develop commercial opportunities for unused car park areas. Following the new infill Baggage Stores within Speed House all car park areas will be assessed further against the demand for the possible installation of Transportable Baggage Stores. Any proposals will be subject to consultation and be presented to future Residents' Consultation Committee and Barbican Residential Committee meetings.

Car Parking Charges Comparisons

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

Financial Implications

21. An increase of 3.2% in car bay licence fees from 25 March 2014 would result in an increase of income for 2014/15 by an estimated £31,500 at current levels of occupancy. This increase is to be brought in line with the City of London's full April to March Financial Year. It is anticipated that next year the 3 year Car Parking Charging Policy be re-introduced for 2015/16 in line with the 3 year Baggage Store Charging Policy.

Consultees

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

Conclusion

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

Background Papers:

Car Park Strategy Stage One report 2009

Barbican Estate Car Park Efficiency Strategy Working Party report 2011

Car Park Charging Policy report 2011

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

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

Ade Adetosoye
Director of Community & Children's Services

Contact:

Barry Ashton – Car Park and Security Manager

020 7029 7920

barry.ashton@cityoflondon.gov.uk

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Appendix 1

CAR PARK OCCUPANCY

AS AT NOVEMBER 2013

CAR PARK	ANDREWES	BRETON	BUNYAN	CROMWELL	DEFOE	SPEED	LAUDERDALE	THOMAS MORE	01 WILLOUGHBY	03 WILLOUGHBY	TOTALS	PREVIOUS TOTALS (Aug 2013)
SOLD	16	3	1	10	35	114	21	12	6	79	297	247
RESIDENTIAL	92	75	73	56	117	39	76	100	85	5	718	724
COMMERCIAL	2	39	5	0	0	0	0	0	7	1	54	53
VACANT	25	122	130	26	8	2	8	38	56	24	439	484
TOTALS	135	239	209	92	160	155	105	150	154	109	1508	1508

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

BAGGAGE STORES / TRANSPORTABLE BAGGAGE STORES

BAYS TOO SMALL / AWKWARD TO PARK

BICYCLE LOCKERS / RACKS / CAGES / MOBILITY SCOOTERS

CAR PARKING OFFICES

ENTRANCES / EXITS TO BLOCKS

FIRE EXITS/FIRE HOSE REEL STORAGE

LOW CEILING HEIGHTS/OPEN TO ELEMENTS/PILLARS

164 Former Bays removed from the system in 2008

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

Visitors Bays

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

Heron Tower Development

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

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

Appendix 2

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

Page 34

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

Appendix 3

CAR PARKING CHARGES COMPARISONS NOVEMBER 2013

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

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

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

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

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Committee(s):	Date(s):
Residents' Consultation Committee	25 November 2013
Barbican Residential Committee	9 December 2013
Subject: Recognised Tenants' Associations – Annual Review 2013	Public
Report of: Town Clerk	For information

Summary

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

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

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

Recommendations

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

Main Report

Background

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

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

Current Position

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

RTA Qualifying Membership

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

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

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

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

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

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

Financial and Risk Implications

10. There are no financial and risk implications.

Legal Implications

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

Strategic Implications

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

Consultees

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

Conclusion

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

Contact:

Julie Mayer

020 7332 1410

julie.mayer@cityoflondon.gov.uk

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Committee:	Date(s):
Residents' Consultation Committee	25 November 2013
Barbican Residential Committee	09 December 2013
Subject: Update Report	
Report of: Director of Community and Children's Services	Public
<p><u>Executive Summary</u></p> <p>Barbican Estate Office</p> <ol style="list-style-type: none"> 1. "You Said We" Did Action List – see appendix 1 2. Key Performance Indicators, Statistics - see appendix 2 3. Open Spaces <p>Property Services – see appendix 3</p> <ol style="list-style-type: none"> 4. Redecorations 5. Roof apportionments 6. Beech Gardens Podium Works 7. Asset Maintenance Plan 8. Public lift availability 9. Upgrade of the Barbican Television Network 10. Background Underfloor Heating 11. Concrete Works <p>City Surveyors Department – see appendix 4 – to follow</p> <p>Recommendations that the contents of this report are noted.</p>	

Background

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

Barbican Estate Office Issues

1. "You Said We Did" Action List

Appendix 1 includes issues raised by the RCC and BRC at their meetings in September and other outstanding issues.

2. Key Performance Indicators, Statistics

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

3. Open Spaces

The Open Spaces team are now carrying their usual winter works. This includes the staining of benches within the private gardens. After the recent stormy weather our gardeners had to contend with damaged trees across the Estate. These were all dealt with promptly and efficiently.

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

Background Papers:

Minutes of the Barbican Residential Committee 02 September 2013.

Minutes of Residents' Consultation Committee 16 September 2013.

Contact Name Michael Bennett, Barbican Estate Manager
Tel: 020 7029 3923
E:mail: barbican.estate@cityoflondon.gov.uk

Appendix 1

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

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

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

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

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Appendix 2

Summary of Key Performance Indicators July 2013 to September 2013

Title of Indicator	Actual 2012/13	TARGET 2013/14	OCT-DEC 2012	JAN - MAR 2013		APR - JUN 2013	JULY-SEPT 2013	OCT -DEC 2103	JAN - MAR 2014	PROGRESS AGAINST TARGET	SUMMARY
Customer Care											
Answer all letters satisfactorily with a full reply within 10 working days	83%	100%	91%	98%		93%	92%			☹	4 out of 50 letters were responded to past the target date.
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	96%	100%	97%	100%		95%	100%			☺	
To resolve written complaints satisfactorily within 14 days	92%	100%	100%	100%		96%	97%			☹	6 out of the 211 missed the target.
Repairs & Maintenance											
% 'Urgent' repairs (complete within 24 hours)	98%	95%	97%	99%		97%	96%			☺	
% 'Intermediate' repairs (complete within 3 working days)	96%	95%	95%	98%		96%	98%			☺	
% 'Non-urgent' repairs (complete within 5 working days)	96%	95%	97%	97%		96%	97%			☺	

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

House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	91%	80%	95%	97%		80%	94%			☺	
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	94%	80%	97%	95%		92%	87%			☺	
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	94%	80%	100%	90%		97%	94%			☺	
Open Spaces											
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	94%	80%	100%	100%		100%	100%			☺	
Major Works											
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	96%	90%	n/a	n/a		n/a	n/a			☺	Major Works not completed yet.

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

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

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

Waiting List

Do not have a Store	To Swap a store (to another location)	Additional Store – (where resident already has access to a single store)	Additional Store (where resident already has access to more than 2 stores)	Total
57 (70)	50 (48)	53 (51)	1 (1)	161 (170)

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

BARBICAN ESTATE - CAR PARKING BAYS

AS AT NOVEMBER 2013

CAR PARK	ANDREWES	BRETON	BUNYAN	CROMWELL	DEFOE	SPEED	LAUDERDALE	THOMAS MORE	01 WILLOUGHBY	03 WILLOUGHBY	TOTALS	PREVIOUS TOTALS (Aug 2013)
SOLD	16	3	1	10	35	114	21	12	6	79	297	247
RESIDENTIAL	92	75	73	56	117	39	76	100	85	5	718	724
COMMERCIAL	2	39	5	0	0	0	0	0	7	1	54	53
VACANT	25	122	130	26	8	2	8	38	56	24	439	484
TOTALS	135	239	209	92	160	155	105	150	154	109	1508	1508

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

BAGGAGE STORES / TRANSPORTABLE BAGGAGE STORES

BAYS TOO SMALL / AWKWARD TO PARK

BICYCLE LOCKERS / RACKS / CAGES / MOBILITY SCOOTERS

CAR PARKING OFFICES

ENTRANCES / EXITS TO BLOCKS

FIRE EXITS/FIRE HOSE REEL STORAGE

LOW CEILING HEIGHTS/OPEN TO ELEMENTS/PILLARS

164 Former Bays removed from the system in 2008

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

Visitors Bays

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

Heron Tower Development

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

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

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

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

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

4. Redecorations

2013/14 Programme

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

2014/15 Programme

The 2014/15 programme includes the following blocks:

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

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

5. Roof Apportionments.

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

6. Beech Gardens Podium Works (As at 30th August 2013)

Procurement

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

Soft Landscaping

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

Work in progress

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

7. Asset Maintenance Plan

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

8. Public Lift Availability

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

Lift	From April 2012 to March 2013	From April 2013 to September 2013
Turret (Thomas More)	99.9%	98.34%
Gilbert House	100%	99.99%

9. Upgrade of the Barbican Television Network

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

10. Background Underfloor Heating

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

11. Concrete Works

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

Background Underfloor Heating Working Party

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

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

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