

<b>Committee:</b>	<b>Date(s):</b>
Residents' Consultation Committee	03 September 2018
Barbican Residential Committee	17 September 2018
<b>Subject:</b> Update Report	<b>Information</b>
<b>Report of:</b> Director of Community and Children's Services	<b>Public</b>
<b>Summary</b>	
<b>Barbican Estate Office</b>	
<ol style="list-style-type: none"> <li>1. Blake Tower (formally the YMCA) Service Charge related issues</li> <li>2. Electric Vehicle Charging Points</li> <li>3. Car Park Charging Policy</li> <li>4. Lease Enforcement Policy</li> <li>5. Leaseholder Alterations – Pilot review of landlord's approval</li> <li>6. Agenda Plan</li> </ol>	
<b>Property Services – see appendix</b>	
<ol style="list-style-type: none"> <li>7. Redecorations</li> <li>8. Public lift availability</li> <li>9. Concrete Repairs</li> <li>10. Vision Fibre Media (VFM) Contract for TV and Broadband Services</li> <li>11. Asset Maintenance Working Party</li> <li>12. Things that have gone well</li> </ol>	
<b>Recommendation:</b> that the contents of this report are noted.	

## Background

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in May/June 2018. This report also provides updates on other issues on the estate.

### Barbican Estate Office Issues

#### 1. **Blake Tower (formally the YMCA) Service Charge related issues** (*updated in italics following BRC question*).

Issue	Update
Will it be managed by the BEO as part of the Barbican Estate?	Yes.
If so, when from? Day 1 – or after a period?	After 2 years ( <b>from September 2019</b> ).
If after a period, are there any arrangements that are different before and after the BEO takes over management?	No Garchey or Underfloor Heating. The Concierge Service will be provided by the Lobby Porter for 12 hours and Estate Concierge (Car Park Attendants) for the other 12 hours.
Where do Blake Tower residents park their cars? Bunyan car park? Are there enough spaces?	Bunyan car park. Yes.
Do they have ASSA keys to the gardens and the rest of the estate?	Yes.
If so do the ASSA keys of existing residents allow them access to Blake Tower?	No. There is a fob system. <i>Potentially, ASSA keys could be retro-fitted as has been the case with Frobisher Crescent. The cost of fitting an ASSA lock at one or more of the entrances to Blake Tower would be a cost borne by the leaseholders of the Tower. Following handover to the BEO, the City will discuss options for this with the leaseholders.</i>
When does the adjustment of estate wide service charges to accommodate Blake Tower take place? From day 1 or from when the BEO takes over?	Day 1.

## **2. Electric Vehicle (EV) Charging Points** (update from the Low Emission Neighbourhood (LEN) team – late July)

The LEN project has funded a pilot scheme to roll out EV charging points on the Barbican Estate, with a view to determining the best strategy for the wider roll-out of EV charging points in City of London Corporation managed car parks. The 6-month pilot trial began in May 2018 after the 30 charging points across 5 car parks on the Barbican Estate went live at a well-attended launch event. The LEN project has funded consultants to monitor usage and user experience of charging points over the 6-month period (May-October 2018) and draw conclusions together into a Best Practice report with recommendations for future-roll out. This will be fed back to the Working Party and presented to Committee.

The pilot trial consists of residents with EV/hybrid vehicles who signed up to participate having exclusive use of one of the charging bays for the trial's duration. Data retrieved from the charging units has shown that over the trial duration to date 390 kW of electricity has been drawn from the charge points, equating to 1,500 miles driven fuelled by electricity, saving approximately 235kg of CO2 emissions. Monitoring has shown that the use of charging points has remained steady across the two months so far.

Over the next two months of the trial, participants in the pilot study will be approached to obtain a more detailed view of user experience, individual usage of the charging points, through one-to-one interviews with the consultants, and a more general interim survey on attitudes to EV charging.

## **3. Car Park Charging Policy Update**

Car Parking and stores licence users were updated in June of the new rates that were approved by the Barbican Residential Committee on 21 June. A Management Plan for the new stores was submitted to Planning Officers in July and it is anticipated that contractors will be on site in the Autumn to install the new stores. The Car Park Charging Working Party will meet in September to consider a review of a number of actions for Officers that were agreed at the last BRC and an update report will be presented to committee in November/December.

#### **4. Lease Enforcement Policy**

The Barbican Residential Committee approved a formal protocol for dealing with breaches of lease, specifically in respect of non-carpeted floors and animals at its meeting in March. In the first quarter, April to June the House Officer team have been dealing with seven cases. Although this has taken up more officer time the new protocol has provided clarity to both leaseholders and officers in dealing with each case.

#### **5. Leaseholder Alterations – Pilot review of landlord’s approval**

In order to protect the fabric and integrity of the residential blocks (and specifically the compartmentation and fire integrity of flats) officers began a 6-month pilot in April of landlord’s approval for alteration works.

A temporary part-time Technical Services Officer has been in place to help with this process and has been working with the House Officer team. In the first quarter, April to June the team have been dealing with almost 40 cases.

Although this has taken up a great deal of officer time it has helped in being able to provide a number of bulletins to residents updating on the pilot and the lessons learnt so far in order for leaseholders to comply with the requirements outlined in our revised Home Improvements Pack.

A full review of the 6-month pilot will be provided at the December committee.

## 6. Agenda Plan

The table below includes a list of pending committee reports:

### Residents' Consultation Committee & Barbican Residential Committee

Report Title	Officer	RCC Meeting Date	BRC Meeting Date		
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	26 Nov	10 Dec		
SLA Review	Michael Bennett				
Car Park Charging Policy Update	Michael Bennett				
Review of Pilot of Landlord Approvals for Leaseholder Alterations	Helen Davinson				
Service Charge Expenditure & Income Account - Latest Approved Budget 2018/19 & Original Budget 2019/20	Chamberlains				
Revenue & Capital Budgets - Latest Approved Budget 2018/19 and Original 2019/20 - Excluding dwellings service charge income & expenditure	Chamberlains				
Annual Review of RTAs	Town Clerks				
Progress of Sales & Lettings	Anne Mason				
Arrears Report ( <b>BRC Only</b> )	Anne Mason				
Commercial Arrears ( <b>BRC Only</b> )	Helen Davinson				
Update Report: <ul style="list-style-type: none"> <li>Main update - Blake Tower service charge related issues/Electric Vehicle Charging/Agenda Plan 2019</li> <li>Property Services Update (Appendix 1)</li> </ul>	Michael Bennett				
Working Party Updates	Officers, Working Parties & Town Clerks				

**Background Papers:**

Minutes of Residents' Consultation Committee 21 May 2018.  
Reports to the Barbican Residential Committee 04 June 2018.

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