

**5. Redecorations**

Works continue to progress on the 2018/19 programme

At the time of this report (1 November 2018)

- The Postern – Complete

Several blocks are programmed for internal redecorations in 2018/2019. These are currently on hold pending the results of the destructive testing on front doors and door surrounds. The programme for 2019/20 is currently being developed.

Feedback from residents on the performance of the contractor and quality of work continues to remain positive.

**6. Public Lift Availability**

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

Lift	From April 2017 to March 2018	From April 2018 to September 2018
Turret (Thomas More)	99.90%	99.92%
Gilbert House	99.99%	98.87%

**7. Concrete Repairs**

Concrete repairs commenced, as programmed, in June 2018. Since the last report, works to Seddon House, Lambert Jones, Defoe House, John Trundle Court, Thomas More and Defoe car parks are all complete and works to Bunyan car park are continuing.

Works are progressing well and are currently on programme

**8. Vision Fibre Media (VFM) Contract for TV and /Broadband Services**

Discussions have taken place with VFM concerning the television service. We have agreed an action plan for the next 6 months in order to improve the services provided. This will be reviewed frequently. One of the changes, which has caused some concern from residents, is that credit/debit card details will not be taken when a resident reports a fault but will be told this could result in a recharge if it was their equipment. The BEO will determine the cause once the invoice is received and challenge if we believe it is a

service issue.

## **9. Repairs and Maintenance Update**

Following an OJEU compliant tender process we are now going through the City's governance process before the contract can be awarded. The contract is due to commence on 1<sup>st</sup> April 2019. It has an enhanced specification and KPI's compared to the existing contract. We also had 2 Barbican resident volunteers who reviewed the tender returns and provided feedback which was similar to the comments from the evaluation panel.

## **10. What's Gone Well**

Drainage – Following a review of the drainage system across the Barbican Podium areas and investigations into currently available products, the BEO now has drain clearing equipment capable of not only unblocking the drain but removing scale build up without the need for acid chemicals that only remove scale from a short section of pipework.

Early indications are that the incidents of blockages and ponding on the Podium have reduced drastically. A programme of cyclical clearing is currently being developed