

3. Redecorations

The 2019/20 programme has now been developed and is underway.

The blocks affected are:

- Lambert Jones Mews – External
- Seddon House – External

Works are due to complete in July 2019

This will be the final year of the successful 5 year redecorations programme. Property Services are currently collating information on the next 5 year programme which will commence in 2020

4. 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 March 2019
Turret (Thomas More)	99.90%	99.85%
Gilbert House	99.99%	98.92%

5. Concrete Repairs

Works are due to complete on 20th July. There was a slight delay on the Tower Blocks due to the nesting birds.

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

As reported previously, we have been monitoring the service provided by VFM through an issues log. The 6-month review process resulted in inconclusive evidence that VFM were not providing the service expected under the terms of the license agreement for **television services**. We have therefore carried out surveys through the weekly bulletin to gain feedback from residents during May 2019 to support the review. Results of the review will be published through an email bulletin.

7. What's Gone Well

New Repairs and Maintenance Contract

Following an EU Compliant process, the contract for delivering responsive repairs and maintenance to the Barbican Estate commenced on 1st April 2019.

During the process a resident working group was set up through the Asset Maintenance Working Party to review the tender returns and to provide feedback. Following the conclusion of the tender process the group met as part of the mobilisation during March 2019.

This was a productive workshop and it was agreed that the group would continue to meet to monitor the performance and the enhanced KPI's. The next meeting is due to take place in July 2019 where the first quarter KPI's will be discussed along with any performance issues and/or improvements.

Our thanks go to the resident representatives for giving up their time to attend various meetings and to shape the future service

Going forward, Property Services are looking to replicate this approach for projects such as the 5 year redecorations programme.