

**Residents Consultation Committee (RCC) and Barbican Residential
Committee (BRC) Working Parties – Terms of Reference
January 2020**

Gardens Advisory Group (GAG)

The Barbican gardens, which include the private areas at Speed House, Thomas More as well as the planted podium raised beds and planters, are managed on behalf of residents by the Barbican Estate Office (BEO) in accordance with a Service Level Agreement with the actual work being carried out by the City Gardens team of the City of London's Open Spaces Department. Whilst the Fann Street Wildlife Garden is part of the Barbican gardens, it is developed and looked after by a collaboration between volunteers in the Barbican Wildlife Group and the Open Spaces Team. Please note, the GAG has no budget and therefore there will be no funding decisions without full consultation with the RCC.

The Residents' Consultation Committee (RCC) purpose in establishing the Gardens Advisory Group (GAG) was to have a partnership approach (of BEO officers and residents actively and co-operatively seeking improvements) to influence the presentation and future developments of the hard and soft landscaping on the Barbican Estate.

The Terms of Reference for GAG will be as follows:

- (a) **Strategic** – that GAG should be involved if the City of London decides, at any time, to implement the recommended overarching Estate Landscape Management Strategy (ELMS) which among other aims should set out the Future Vision of the Barbican Estate landscape and a prioritised ten year action plan for the planning, enhancement, renovation and management of the Estate landscape. Also the ELMS and in particular the ten year action plan, should be linked to an overall Estate Landscape Masterplan.

However, until such time as ELMS is adopted, then an annual action plan covering the same areas as the ELMS should be agreed including:

- details of any longer term future plans for the landscape in the Estate,
- details of what the budgets might be for any projects, including the source of the funding.
- details, both the work and the financial costs, of the on-going management of the Estate.
- details of the overall income and expenditure figures for the Garden Maintenance,
- the percentage paid by the residents whilst
- giving GAG the authority to consider the amount paid by residents and make recommendations for changes to RCC.

- (b) **Quality** – related to the standards to be applied to projects and on-going management and maintenance of all areas, contribute to establishing standards for design of the landscape, to see this translated into appropriate budgets split between the public and residents areas, to contribute to balancing cost efficiency with providing a high quality visual amenity setting for residents and the public.

- (c) **Operational** – to see that the agreed quality outcomes are delivered day-to-day and to manage/oversee the active contribution from residents and other volunteers.
- (d) **Encouragement** – to encourage residents to ‘green’ their personal space on balconies and patios by use of troughs and pots as well as involving them in the communal areas by, for example, resident planting days.
- (e) **Links** – provide a means for links with and among organisations with common interest in managing, developing and promoting the Barbican landscape. This will include working with the Guildhall School of Music and Drama (GSMD) to co-ordinate its roof garden into the overall landscape strategy for planting as it is visible from the residential blocks and the Highwalks.
- (f) **Communications** – ensure that information about the development of the Barbican landscape is fully and accurately communicated to all residents, also ensure that details of how residents can contact GAG are published in the appropriate places. Quarterly reports to RCC.

To achieve the aims set out in the Terms of Reference, the necessary and appropriate communications between GAG, the BEO and any other bodies should be set up.

2 GAG Operational Notes and Inspection Areas

The following are the operational guidelines agreed with the RCC for GAG.

- 1 GAG is set up by RCC as a Working Party, where the RCC selects the residents who will serve.
- 2 There will be 10 residents on GAG, of which 1 resident will be identified in the Minutes as a representative of the RCC, Barbican Wildlife Group, Barbican Allotment Group and Barbican Horticultural Society. Residents will serve for a period of 5 years with a maximum of 3 members standing down in any one year. However residents standing down can be re-selected by the RCC if it so wishes.
- 3 Resident members will advise details of their other involvement with Barbican organisations and give details of their relevant skills so that it can be seen that all aspects of the hard and soft landscaping are covered. If there is a skill gap, then GAG will have the power to consult with other residents to cover this.
- 4 In addition to the residents, there should be a representative of the Barbican Estate Office (BEO) who will produce the Agenda. In addition, the City Gardens Manager and a working gardener of City Gardens should attend.
- 5 The Chairman’s role and that of producing the Minutes will be undertaken by the residents on a rotating basis. The individuals to undertake these roles will be agreed at the previous meeting.
- 6 Meetings should be scheduled for the following calendar year.
- 7 There should be 4 meetings a year, evenly spread throughout the calendar year.

- 8 The Agenda for the meeting should be issued at least 7 working days before the meeting. If any one has an item for the Agenda, this should be notified to the BEO at least 14 working days before the meeting.
- 9 Draft Minutes should be issued within 10 working days of the meeting, any comments and changes should be given within the subsequent 7 working days.
- 10 GAG should produce an Annual Report on its activities to present to RCC for its June meeting.
- 11 A list showing all the areas that GAG is concerned with is attached and will be kept up to date. In addition, GAG will maintain a relationship with the GSMD regarding its roof garden.
- 12 GAG will set up inspections by small groups of resident members to ensure that all the areas on the attached list are regularly considered and any remedial actions are taken. Other residents recruited via the House Groups can be involved in the inspections.
- 13 Lines of communication will be established to ensure that GAG has all the information to comply with its Terms of Reference.
- 14 GAG will ensure that residents are aware of its existence and official communications will be issued.
- 15 GAG will help to arrange residents planting days and other events aimed at engaging residents with their landscape.

Service Level Agreement (SLA) Working Party

Objectives

- To review the quality and performance of the SLAs (Customer Care, Estate Management, Property Maintenance, Major Works and Open Spaces) that are charged for in accordance with the terms set out in the lease against targets and Key Performance Indicators (KPI) in the appropriate SLA or contract specification

This objective will be fulfilled through:

- SLA action plans and KPIs presented quarterly to the SLA Working Party, Residents Consultation Committee (RCC) and Barbican Residential Committee
- Reviewing service delivery monitoring reports/action plans and KPIs and other comments/complaints raised via House Officers, SLA Working Party, RCC (including pre committee questions), surveys, House Groups, residents general comments
- Engaging in discussion with officers to understand the processes and policies around achieving the targets and KPIs in the appropriate SLA or contract specification

- Reviewing a House Officer’s decision as ‘residents champion’ that issues have been resolved
- Updating and reviewing the SLAs to be presented to the RCC for approval
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Asset Maintenance Working Party

Aim: To have oversight of and provide comment on the Asset Maintenance of the Barbican Estate.

The objective of this is to:

- Maintain the Estate in very good condition, noting its listed status and therefore extend its life.
- Avoid unplanned costly major repairs and to plan future financial commitments both for the landlord and residents with a view to saving money in the long term and avoiding lumpy expenditure.

These objectives will be fulfilled by:

- Surveying and monitoring the condition of the structure and exterior, plant and equipment, supply services, windows and doors and making an assessment of their life expectancy so that replacement works can be programmed.
- Evaluating historical expenditure and practice and analysing information from current day to day repairs and maintenance systems in conjunction with the asset software systems.
- Analysing the validity of the Asset Maintenance plan to ensure that it is comprehensive.
- Assessing the assets in terms of their sustainability and energy efficiency.
- Monitoring current technology and developments and identifying any opportunities for savings that can be made – for example, whole life cycle costing.

Background Underfloor Heating Working Party

Background

The current electric background underfloor heating system on the Barbican

Residential Estate has been in place for over 40 years. During the last three years the system (underfloor pads, fuses, switches, risers and distribution systems) have been found to be in excellent condition and should be useable for the foreseeable future with minimal maintenance cost.

Until May 2017 the underfloor heating was controlled in three basically similar cycles system was switched on or off by a cyclo control system managed by EDF. The on/off status was determined by comparing the outside air temperature with a pre-determined profile. These profiles were loaded in the 80s or before and the control system was effectively a black box with no user serviceable access.

During 2017 a new control system was installed, which enables a much finer control of the heating system. This control system is now easily modified by the Barbican Estate Office building management system and can operate switching on a block by block basis.

Further, during 2016/17 the opportunity was discovered of achieving substantial savings by offering the national grid the potential to switch off or on our heating system for very short periods of time. This Demand Side Response could be implemented either directly or through an aggregator.

Objectives

The Background Underfloor Heating Working Party (BUHWP) will take the opportunity to capitalise the opportunities presented by these two developments to improve the comfort of Barbican residents and reduce the costs of our underfloor heating bills. It will immediately evaluate;

- the feasibility of using Demand Side Response and its potential for reducing costs,
- the potential for increasing the level of heat provision during the shoulder periods of October and May, either by shifting some of the total consumption from the peak winter months of January and February or by increasing total annual consumption,
- the potential for incorporating feedback into the control system, so that our control system operates more like a standard domestic thermostatically controlled system,
- the potential for incorporating weather forecasts into our control system, and
- the potential for installing controls that would enable residents to control their own heating.

Modus operandi

The BUHWP will recruit its members from residents and City officers. It will be chaired by a resident, preferably a Common Councillor who serves on the BRC. However, the full working party, including City Officers will need to meet only occasionally. Most of the work will be carried out by a sub-group of residents who will from time to time call upon the officer members for technical support. This sub-group may also need to call for assistance from other City officers. This sub-group will be chaired by a resident who will be Deputy

Chair of the working party. The Chair and Deputy Chair will be elected annually from members of the BUHWP

The BUHWP will report progress to and seek guidance from the RCC. This will take place at each RCC meeting.

The full BUHWP and the sub-group will keep minutes, and provide an annual report, all of which will be submitted to the RCC.

Leaseholder Service Charge Working Party

Objectives

- To examine Leaseholder Service Charges (LSC) and basis of their calculation, and ensure that information about charges is transparent and is communicated effectively to the RCC and Working Party.
- To understand and where possible improve, processes and policies within the BEO that ensure charges made under the LSC provide good value in delivering services as defined in the Service Level Agreement and engage with officers to achieve this.

The objectives will be fulfilled through:

- Meetings to review financial reports to be presented to the Residents Consultation Committee (RCC) relating to the LSC account.
- Review and examine historical LSC expenditure and comparing this with current or planned levels of expenditure.
- Reviewing draft budgets for the LSC and discussing with officers the basis on which these estimates have been made.
- Engaging in discussion with officers to understand the processes and policies around achieving value for money within the LSC.
- Consider whether more forecasting is required and to consider what is and isn't currently forecasted.
- Forwarding any relevant comments that may impact on service delivery to the Working Parties of the RCC including the Asset Maintenance Working Party and Service Level Agreement Working Party for comment.
- Report annually to the RCC.