

Our aims and objectives are...

Strategic asset management: We will develop and implement asset management strategies that align Corporate Property Asset Management Strategy, Investment Property Strategy and risks. We will ensure that we unlock the potential of our property assets in a way that supports the efficient delivery of the Corporate Plan and Service Departments' business plans.

Property assets and facilities management: We will ensure buildings are fit for purpose, sustainable, safe and secure, providing access for all, meeting service needs and community expectations and delivering value for money through enhancing our efficiencies; this includes asset management and forward maintenance plans, provision of facilities management, delivery of cyclical projects, minor improvements and major capital projects for refurbishments and new builds.

Fund management and income generation: We will efficiently manage the City of London's investment property portfolios (City Fund, City's Estate and Bridge House Estates) to generate and grow income that can be reinvested into the organisation and underpin delivery of corporate priorities, deliver our local authority services, support the charitable organisations through the Bridge House Estates and support the efficiency challenge.

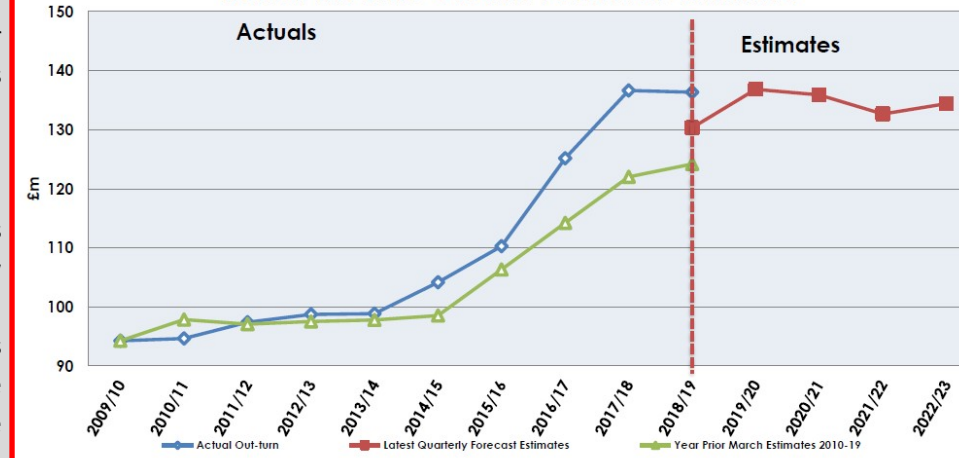
Property Projects: We will manage and deliver City of London Capital Build Projects to best practice ensuring the end product meets or exceeds our customers' expectations. We will continually explore innovative ways to add value to projects with a conscious approach to sustainability and energy efficiency, ensuring procurement, processes and governance comply with statutory and City of London regulations.

Support and promote the City as a business location: We will champion the City as the best place in the world to do business and encourage the development of its connectivity, capacity and character.

1. Actively manage the £4.1b corporate investment portfolio to generate circa £136m pa income supporting the aspirations of the City of London.
2. Achieving efficiencies in the asset management of the City's operational properties.
3. Managing and delivering capital build projects to meet or exceed customer expectations.
4. Providing facilities management, building engineering services and building surveying projects as well as technical advice to operational and investment properties.
5. Providing property health and safety compliance and energy management.
6. Providing advice and services to the wider business and property communities in the Square Mile.
7. Deliver departmental Fundamental Review initiatives, focussing on delivering core objectives, enhancing efficiency, and eliminating waste.

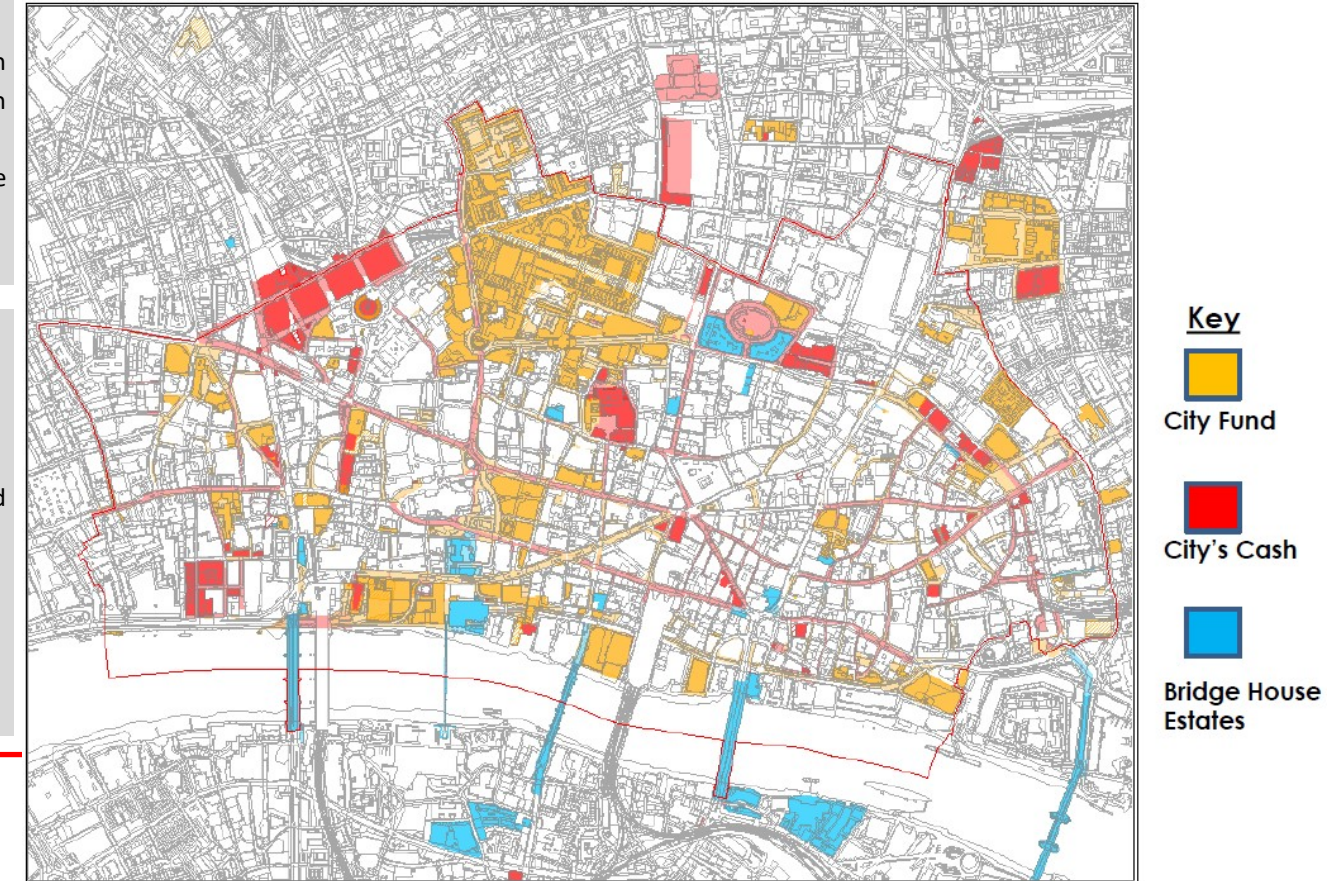
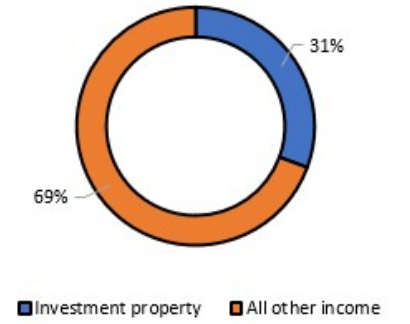
Where our money comes from

Rental Income Growth vs Rental Estimates

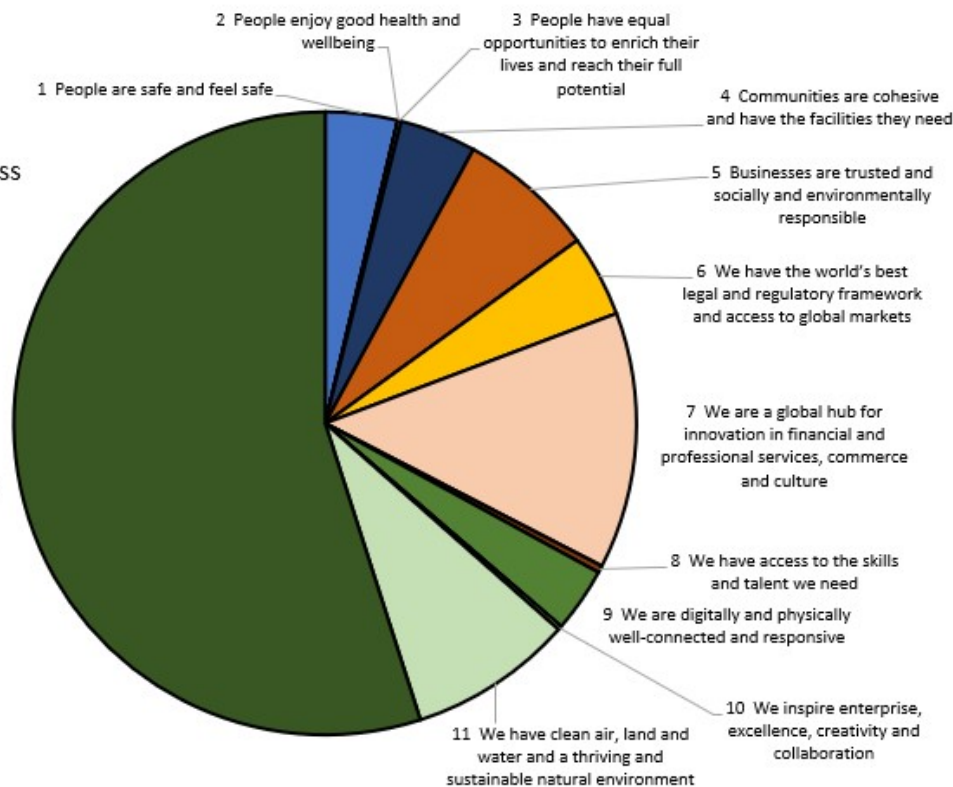


Where our money is spent

Investment property contribution to total City of London income



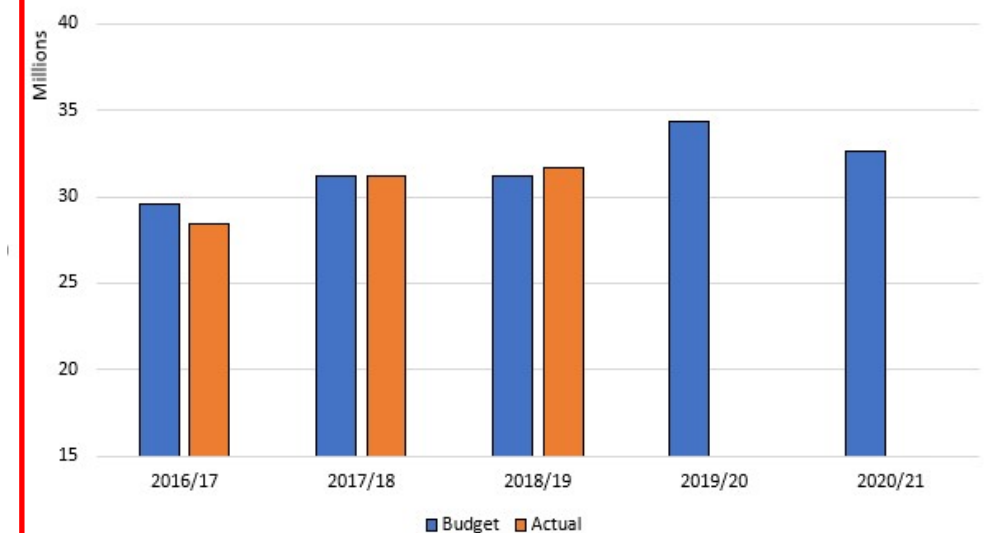
City Surveyor's 2020/21 gross expenditure mapped to the 12 Corporate Outcomes



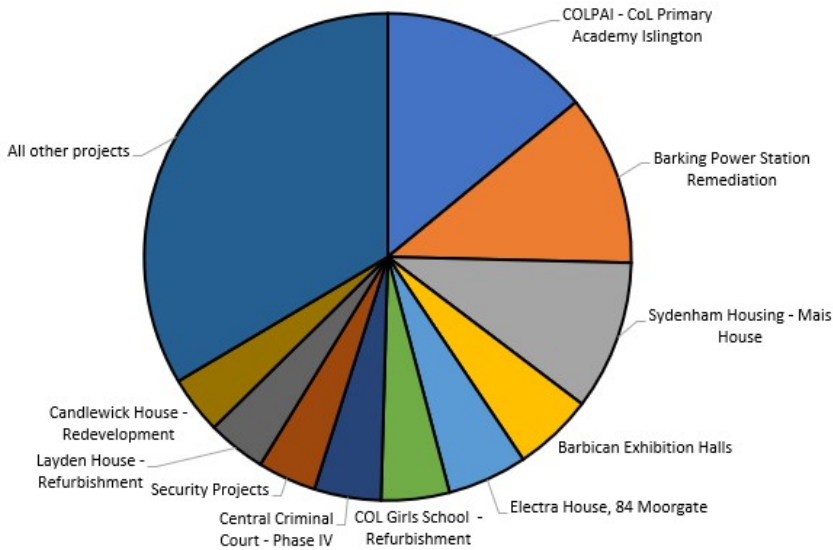
Spend by Corporate Aims and Outcomes

Corporate Aim	%
1. Contribute to a flourishing society	8%
2. Support a thriving economy	25%
3. Shape outstanding environments	67%

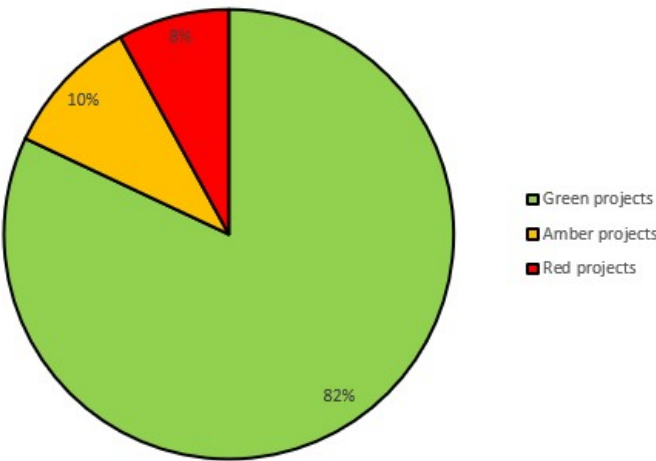
City Surveyor's Local Risk Budget v Actual



Property Projects - Top ten by total project cost

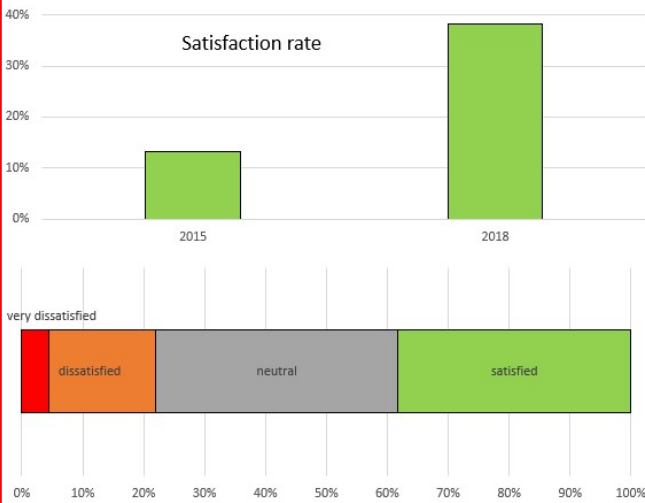


Property Projects - Complete current portfolio RAG status



Customer feedback

Corporate occupier satisfaction has increased significantly following the change in contract from Mitie to Skanska.



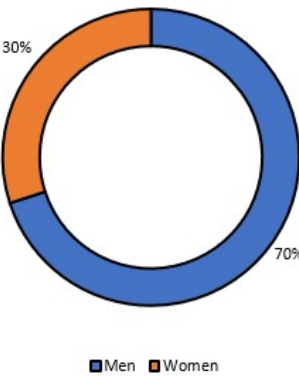
Staff feedback

TOP 3 HIGHEST SCORING QUESTIONS:	% POSITIVE
Q1. I am interested in my work	94%
Q32. I feel safe walking alone in the area around my workplace during the day	92%
Q3. I have the skills I need to do my job effectively	91%
BOTTOM 3 LOWEST SCORING QUESTIONS:	% POSITIVE
Q27. I feel that my pay adequately reflects my performance	23%
Q55. I believe that action will be taken on problems identified in this survey	24%
Q24. The City of London Corporation manages change effectively	27%

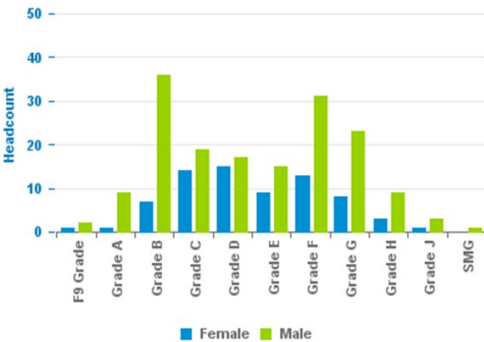
The department has developed an action plan to address areas of weakness, and expand our areas of strength.

Equalities & Inclusion

Gender breakdown



Grade Breakdown



Over 2020/21 the department will undertake an equalities self-assessment in line with RICS best practice and develop an action & improvement plan.

Top five Operations contracts

- Skanska**
 - Building repairs and maintenance
- ISS**
 - Security
- Atalian Servest**
 - Cleaning
- Amalgamated Lifts**
 - Lifts
- Parkers**
 - Window Cleaning

Corporate Performance Framework

Through its activities, the department is contributing to the following high-level corporate outcomes:

- Customer satisfaction
- Percentage increase in user satisfaction with the quality of space
- Percentage reduction in energy consumption and carbon
- Ease of doing business
- Number of companies coming to the UK
- Levels of digital coverage in the Square Mile
- Number of new social homes completed
- Number of visitors
- Number and type of man-made threats responded to and neutralised
- Number of Health and Safety incidents and near misses
- Percentage of the workforce that are apprentices
- Reducing the Gender Pay Gap
- Number of reviews of relevant process or projects
- Process or projects as a result of a review

Key Risks

	Minor	Serious	Major	Extreme
Likely	0	0	0	0
Possible	0	1	3	0
Unlikely	0	0	1	0
Rare	0	0	0	0

Unlikely, major impact

- Unable to meet Carbon Descent Plan for 2026

Possible, major impact

- A fall in property return performance
- Insufficient budget to meet user and asset demand at Guildhall
- Backlog maintenance

Possible, serious impact

- Management of City Bridges and River Wall Risks

