

## **2. Covid-19. PROPERTY SERVICES DURING LOCKDOWN**

This update will focus on what changes we had to make within Property Services to maintain a good level of service to the Barbican Estate and our other estates within Housing.

At the start of 'lockdown' the services we delivered and the way in which we delivered them changed. Our repairs service was limited to emergency and urgent repairs. Projects and surveys that were being carried out were put on hold. Our contractors furloughed many of their staff, retaining key personnel only.

With a tremendous effort from all staff involved we maintained and continue to maintain a good level of service.

**Property Services Officers** (Resident Engineers) were on-site daily. Some of the duties they carried out during lockdown were:

- Providing support to Customer Services staff who were taking repair calls and determining whether works could be carried out safely.
- Supporting/managing our repairs contractors (Metwin) and other contractors who were on site carrying statutory work and inspections.
- Carrying out works to car park ventilation systems
- Completing the labelling of doors across the estate to assist with future security, better identification when repairs are reported and for condition surveys
- Ensuring blocks were compliant and providing necessary documentation to the London Fire Brigade during their inspections which were carried out with little notice (in some cases 24 hours).
- Assisting in the provision of PPE for estate concierge staff, organising layout routes for visitors whilst car parks were closed
- Meter readings were not considered essential so these were put on hold at the start of the lockdown. These have now recommenced and readings are being emailed to those residents that request them.

**Repairs.** Calls continued to be taken by the Customer Services team who, whilst they were working from home, still worked as a team through IT and telephony technology.

For the period from March 2020 to mid-August the following number of repairs/inspections were raised:

- Repairs contractor (Metwin). 1,231 orders were raised with just 7 going beyond their target date
- Garchey. 115 orders were raised direct to the Garchey team all of which were completed within target
- Property Services Officers. In addition to all the work the PSO's carry out, 273 orders were raised with just 2 going beyond the target date due to access

**Surveys/Testing.** Some surveys and tests were suspended at the start of lockdown. As we started to move out of lockdown many planned services have recommenced:

- Legionella monitoring has continued throughout lockdown checking water temperatures from all communal water storage tanks and sampling where required. In August, water monitoring within properties recommenced with temperatures from taps are recorded and samples taken where required.
- Asbestos Surveys. Plans to recommence the surveys started back in June when we worked with the contractor on Risk Assessments and Method Statements (RAMS). High levels of protection of staff, residents and the public is nothing new to asbestos contractors but we had to ensure they had updated their policies to make them Covid compliant. Inspections commenced in July and are now complete
- Legionella Risk Assessments. The 5 yearly risk assessments have commenced and communal storage tank assessments are due to complete in October. Access to sample properties will be required. A programme of properties is currently being developed
- Stock Condition Survey. Savills commenced the Stock Condition Survey in July and this will be completed in September. Access will be required to sample properties and this will take place after all other areas have been surveyed.

## Other Updates

### **3. Public Lift Availability**

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

Lift	From April 2019 to March 2020	From April 2020 to June 2020
Turret (Thomas More)	99.85%	99.92%
Gilbert House	99.82%	99.89%

### **4. Water tank works**

We are looking to start the disruptive water tank work in September following work put on hold during Covid-19. A new completion date of November is now expected if there are no further interruptions. Residents will be notified in advance of any interruptions to water supplies.

### **5. Fire signage**

Fire signage installations are due to be completed by February 2021 in all blocks

### **6. Underfloor Heating Working Party (UFHWP)**

Resident members of the UFHWP have been working on how the software that controls the underfloor heating can be adjusted to allow the trial reported in February's committee can go ahead. The trial will shift some of the heating load from January/February to October /April, while keeping overall spending constant

Working with officers, the settings have been agreed and we will be carrying out a poll with all residents seeking support for the trial.

Thanks should go to the resident members and the officer members who worked specifically on calculating and agreeing the parameters for the trial to go ahead

### **7. AND FINALLY**

During the height of the pandemic, a shipping container appeared on Cromwell Tower Forecourt for a resident who was moving. A challenging day for the team as they had to have it moved from a LFB access point and have the area checked for damage

