

**9. Redecorations****2012/13 Programme**

A programme of works for redecorations for the following blocks has now been agreed for the following blocks:

- Shakespeare Tower – Internal Redecorations
- Thomas More House – Internal Redecorations
- Seddon House – External Redecorations
- Lambert Jones Mews – External Redecorations

Following the implementation of new project governance arrangements and quality control measures, work at Seddon House commenced with a sample area of work being completed and inspected by the house group's representatives. This was generally found to be of a good standard of work, with some minor changes agreed and work on the remainder of the block is now proceeding.

Project stage reviews are built into the project governance process and whilst minor issues are being dealt with as they arise the first full project review meeting will take place on 13<sup>th</sup> November 2012, with the Director of A C Beck.

**10. Roof Apportionments.**

| <b>BLOCK</b> | <b>CURRENT STATUS</b>   | Estimated Final Account Verification | Estimated Final Apportionments |
|--------------|---|--------------------------------------|--------------------------------|
| Bryer Court  | Final Apportionment to be carried out. Passed to Working Party Aug 2010 | N/A                                  | Jan 2013                       |

|                               |   |          |          |
|-------------------------------|---|----------|----------|
| Breton House                  | Final account checks to be carried out followed by provisional final apportionment. | Dec 2012 | Mar 2013 |
| Ben Jonson House              | Final account checks to be carried out followed by provisional final apportionment. | Dec 2012 | Mar 2013 |
| John Trundle/<br>Bunyan Court | Final Apportionment to be carried out. Passed to Working Party Aug 2010             | N/A      | Jan 2013 |
| Shakespeare Tower             | Final Apportionment to be carried out. Passed to Working Party Dec 2009             | N/A      | Jan 2013 |

A meeting with the Barbican Association Roof Sub-Committee took place on 1<sup>st</sup> November 2012. The draft final apportionments for John Trundle Court, Bunyan Court and Bryer Court were reviewed and there were a number of queries relating to these. Officers are to review the queries and respond to the Sub-Committee. In the meantime, the Roof Sub-Committee are reviewing the Shakespeare Tower draft final apportionment. It is intended to submit final apportionments for Bryer Court, John Trundle Court and Bunyan Court to your next committee

## **11. Beech Gardens Podium Works**

### Removal of soil and remaining soft landscaping:

Work to remove the soil and other soft landscaping commenced on 29th October and is expected to be completed within the agreed 12-week period.

### Main Contract for Waterproofing works

Additional investigations requested by the City's project sub-committee in July have been completed and the findings were reported back to the committee in October 2012. The investigations related to the waterproofing detail from the podium tile edge to the ground level window frames in White Lyon Court. Consideration was given to the options of increasing the height of the window sill or directly applying the liquid membrane to the base of the window frame and glazing. The investigations and analysis concluded that there was insufficient cost benefit of increasing the window sill height and the recommendation to proceed with the option of direct application of the liquid membrane was approved, subject to planning and listed building consents being granted.

The technical specification for White Lyon Court has now been completed and subject to approvals from Project subcommittee, work to complete a water proofing trial area – to test the success of the design, approach and product before proceeding with the main contract for the whole of White Lyon Court and the podium areas of Beech Gardens and John Trundle Highwalk, is expected to commence shortly. The area identified for this work is at the bottom of the ramp going into White Lyon Court extending to the pillars and expanding the full width of the walkway.

Upon removal of a proportion of the soft landscaping and soil, Bickerdike Allen Partners anticipate completion of the technical specification for Beech Gardens and John Trundle Highwalks by late Nov / early Dec and we will then be in a position to commence the procurement process for the main contract.

### Drop in Sessions

Following the four 'drop in' sessions which took place on 21st August and 4th September at the Barbican Estate Office a further update letter was circulated on 15th October together with a Questions & Answer sheet, responding to the questions raised during the meetings. We are intending to hold a further lunchtime and evening meeting on the 11th December to provide further updates to residents and to respond to further queries. Details of these will be circulated shortly.

## **12. Asset Maintenance Plan**

Unfortunately the meeting that was reported to take place on 24<sup>th</sup> August had to be cancelled. A meeting is now taking place on 9<sup>th</sup> November with the software supplier. This initial scoping meeting is to discuss the resources and information required to implement and populate the software. Once timescales have been agreed and implementation has started the Asset Management Working Party will attend a demonstration of the live system.

## **13. Garchey 5 Year Review**

A number of observations were made at the last RCC regarding the Garchey 5 Year review report and Officers have been working with the Chamberlains Department to review these comments. The Garchey Working Party will review the report prior to submitting it to the RCC and BRC.

## **14. Asbestos in Meter Cupboards**

The government has set a target that by 2019 all homes will have a smart meter for their electricity supply. A number of residents have had contact from EDF regarding changing their meter. In certain blocks, where the meter is contained in the cupboard next to the entrance door of the flat, the board on which the meter is secured may contain asbestos.

Whilst these areas form part of the demise of the flat and are therefore the responsibility of the leaseholder, we are liaising with EDF to work out a programme of replacement and removal of the asbestos at EDF's own expense.

## **15. Water Pressure to Tower Blocks**

Following discussions with Thames Water, they have agreed in principle to install booster pumps to the 3 Tower Blocks. Contracts are currently being agreed with a potential installation during January 2013.

## **16. Concrete Works**

### Towers

The process of obtaining a petrographic report on core samples taken from all

three towers is on-going, and represents a preliminary stage in preparing the listed building consent application for the appearance and composition of the finishing coat. English Heritage have advised on the appointment of a consultant, who will be working with the planning department to develop trial panels that can then form the basis of the application. This work is likely to take 2 months to complete. It will take a further 3 months for the application to be processed.

Low-rise blocks

Bickerdike Allen have prepared a specification for a “Make safe survey and concrete condition investigation” at Breton House and Mountjoy House. Quotations have been invited from the same three specialist contractors as the three towers, with a return date of Friday 23rd November 2012.

**17. Public Lift Availability**

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

| Lift          | From April 2011 to March 2012 | From April 2012 to September 2012 |
|---------------|-------------------------------|-----------------------------------|
| Turret        | 99.98%                        | 99.9%                             |
| Gilbert House | 99.99%                        | 100%                              |

**18. Upgrade of the Barbican Television Network**

A draft license agreement has been produced by the City Solicitor. A meeting of the Television Working is due to take place on 22<sup>nd</sup> November 2012. The meeting will be to discuss the various key performance indicators that will be included in the license.

Meanwhile, VFM have been looking at the design of the system and will provide the City of London with design proposals and a programme of works.

The Working Party is made up of the following residents:

- Randall Anderson (Chairman) – Shakespeare Tower

- John Tomlinson – Cromwell Tower
- Matt Collins – Defoe House
- Matt Williams – Frobisher Crescent
- Ian Posner – Gilbert House
- James Burge – Frobisher Crescent
- Bruce Badger – Ben Jonson House
- Jane Smith - Seddon House
- Tim Macer – Willoughby House

## **19. Technical Services Proposed Organisational Structure**

The current structure in Technical Services is one of a traditional reactive repairs and maintenance service which, whilst having served residents well to date, now needs to adapt its approach to become more focused on proactive asset management; aligning asset development opportunities and preventative maintenance alongside the provision of reactive repairs.

In developing the proposed structure consideration has been given to the Housing and Barbican service's strategic requirements, objectives of the business plan, current activities, current job roles, market practise and feedback received during the professional consultation period with staff and Union representatives.

This structure focuses on the following changes to support the desired changes in management and working practises:

- To maximise economies of scale the proposed structure is “shared” across Housing and Barbican estates.
- An operating model which focuses on having a “Planning” (Asset Management) team and a “Delivery” team (Property Services - Reactive Repairs, Cyclical maintenance and Special Projects, with improved project governance) to ensure a consistent and joined up approach to service delivery.
- Inclusion of team leaders to provide adequate supervisor support.

- Central point of contact for customer access, providing an improved speed of response and provision of a consistent, high quality response to customer enquiries.
- Flexible workforce management – through the introduction of more generic job roles, enabling improved resource matching with service demands.
- Centralised administration functions, with streamlined business processes to maximise efficiencies.
- The establishment of an Asset Management team will primarily identify long term asset management requirements to be delivered through planned maintenance programmes and special projects.
- Flexibility in establishment to procure specialist skills as determined by specific projects; e.g. CCTV installation, Lifts replacements.

Additional Comments:

The service name will change to Property Services and will be accountable for all property related services in regard to; Affordable Housing (development & refurbishment), Asset Management of residential and commercial assets and the repairs, planned maintenance and asset improvement services to Barbican and all Corporation Housing estates.

The proposed structure maintains the current “out of hour’s” emergency repairs and Garchey services to Barbican residents. However, having generic job roles for the property services officers will bring increased efficiencies during the normal working day by having the flexibility to work across estates.

By combining the customer response and admin teams we can provide an improved front line telephone service, completing administrative duties during less busy periods. Reducing the number of “touch points” within the internal business process will also bring efficiencies. e.g. insurance claims.

Through the use of time recording and other volumetric data, such as improved call statistics, we will also be able to ensure improved accuracy of costs attributed across the various service areas; e.g. management & supervision, special projects, responsive repairs and asset management.

The success of the proposed structure is also dependent on other factors, which whilst not exhaustive include the implementation of new project governance arrangements, implementation of identified improvements in internal processes and training in new skills for existing staff and staff in

new roles. Some of these improvements are already being implemented as part of the internal service transformation programme.

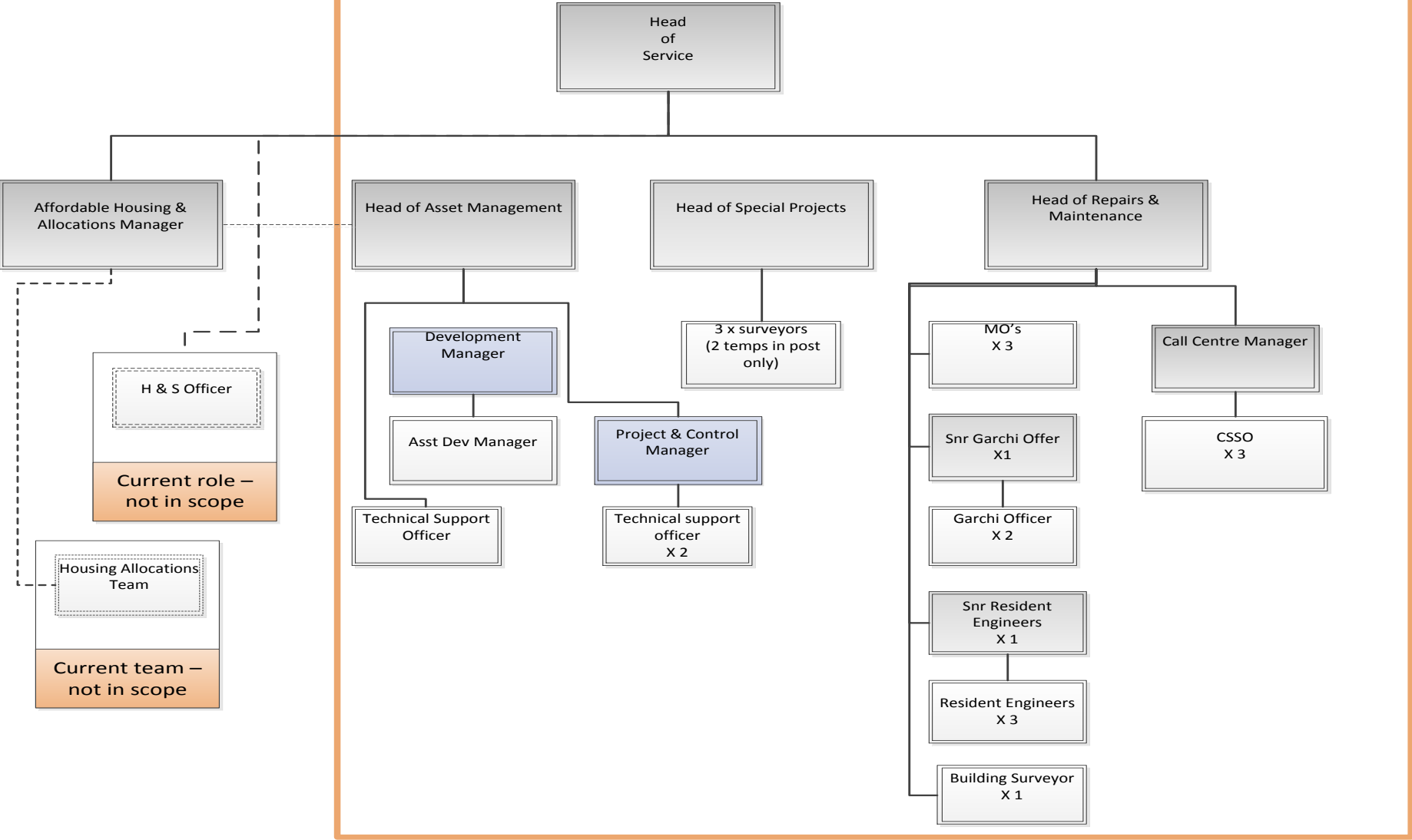
However, some current job roles do not exist in the proposed structure and whilst the process of redeployment will follow the City of London's "Model for Appointing staff to New Structure and Restructuring Procedure model" and therefore look to minimise or avoid compulsory redundancy, there will be a need for a competitive selection process for some roles to determine who is best suited to the post and this may result in unsuccessful candidates being placed on the redeployment list and being at risk of redundancy.

## **20. Organisational Chart**

A copy of the current and proposed Organisational structure is included below.



In scope for Restructure



Proposed Structure for Technical Services

