

Resident Consultation and Barbican Residential Committees

Outstanding Actions (formerly You Said, We Did)

Date Added	Subject	Action Agreed	Responsible Officer	Target Meeting Date – RCC and BRC	Update
March 2022 - RCC	Barbican Highwalk – Planned Maintenance of the Public Realm	This relates to additional funding for the walkways, for the inspection and maintenance for a number of items, i.e., smoke vents, drainage gulleys, railings, planters, benches and signage. There are currently no funds available, but Officers will continue to review if there are any savings to progress any of these works.	Paul Murtagh		Report requested for Mar 23 Committee by RCC Chair. BRC members noted a survey would follow to ascertain if £50K set aside is adequate. Oral update to March committees
September 2022 - BRC	Leaseholder Service Charge Working Party	<p>The Assistant Director had been working with residents on the Working Party in respect of a detailed review of service charges; looking at efficiency savings that could protect and possibly reduce charges in the future. This would be an extensive piece of work, likely to take about six months, and the findings would be reported to both the RCC and BRC. It was stressed that any benefits from the findings of the Working Party would not become apparent until the next financial year.</p> <p>A special BRC committee meeting will be held in <i>October/November 2022 (or a report will go to December BRC)</i> to review the paper BEO and Concierge Service Update. This will follow consultation with RCC.</p>	Paul Murtagh, Anne Mason, and Rosalind Ugwu	Nov/Dec 2022	<p>Altair Consultants has been appointed to independently review the service. Paul Murtagh has written to all residents about this. Altair is expected to conclude its review in Feb/Mar 23. Final report expected in February 2023</p> <p>Assistant Director also agreed that the RCC could be provided with anonymised staff feedback as well as resident comments. Interim report expected before 31.12.22 to be share with committee members.</p> <p>A further special meeting of the RCC and BRC will be held following March committees.</p>
June 2022 – BRC and RCC	Condition of Play Areas	A resident has raised concern about the condition of the play area including the soft play surface. The roundabout was removed, but	Helen Davinson	Mar 2023	Thanks to members a further quote has been received and an order is now being raised. We anticipate this work being

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		<p>unfortunately was found to be beyond repair. The BEO is currently waiting for quotes for a replacement and well as quotes for the repair and renewal of the soft play surfaces. This is an area of property maintenance where significant delays have been encountered due to supply chain issues.</p> <p><i>One quote has been received and we await a second quote to demonstrate value for money.</i></p>			complete in the early New Year.
Jan 2022 - RCC and BRC	Brandon Mews Canopy	An oral update detailing options for cleaning was presented at the September committees	Paul Murtagh	Nov/Dec 2022	A meeting was held with the BM House Group on 1 November. A further oral update will be present to Nov/Dec meetings. Options appraisal and timeline to be presented to BRC in June 23
September 2022 - RCC and BRC	Arup report	Arup to present its findings and explain the rationale for its conclusions	Paul Murtagh	March 2023	A provisional meeting has been set up with Arup to present to members, in December. Meeting held 5 December 2022 Outcomes would be analysed and a further fire safety update with practical suggestions, to go to March committees
September 2022 - RCC and BRC	Savills' Stock Condition Survey	Savills to present to both Committees, a summary of the Barbican Stock Condition Survey	Jason Hayes	Nov/Dec 2022	Online meeting held on 16 November, with a presentation from Savills. Attended by members of RCC and BRC. The presentation was recorded and will shortly

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					be publicised via the weekly bulletin. An early programme to be presented to March 2023 committees
September 2022 – RCC and BRC	Energy	Updates required on: <ul style="list-style-type: none"> • Heating cost reconciliation for past years • Power Purchase Agreement. When this comes into being. What is the unit rate until that point? • Information on demand side response as requested by the UFH working party 	Graham Low	Nov/Dec 2022	A report will be presented to Nov/Dec committees. Cost of reconciliation will not be charged to residents. 70% of outstanding queries have been resolved. A further report will be presented to March committees
November 2022 - RCC	Major Works	Head of Major Projects agreed to: <ul style="list-style-type: none"> • Investigate lack of consultation on redecs project • Investigate prep work at Breton House and other similar issues brought to his attention • Look into complaints from Ben Jonson about lack of supervision 	Jason Hayes		Head of major works notes that consultation has improved but would welcome feedback where residents feel it is still falling short of expectations. Head of Major Works and Project Manager have discussed the required improvements, particularly at the early stages of preparation and protection of adjacent surfaces, with the contractor and the clerk of work. There is an increase of inspections in place to monitor the work closely over the next few weeks. As above, supervision has been raised with the contractor and clerk of works

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					are completing more inspections to monitor the work being completed
November 2022 - RCC	Resident Survey	An action plan would be produced and presented to committee	Rosalind Ugwu		This will now be presented at the special meeting where the outcome of the Altair review will be discussed.
November 2022 - RCC	Window Cleaning Contract	Concerns expressed about cleaning method for sub-podium flats (a Reach & Wash system is currently used) and this will be reviewed in the revised specification	Rosalind Ugwu		Reach and Wash methodology has to be used for Health and Safety reasons. Our current contractor has reviewed how frequently the water is changed in this equipment and increased the frequency and this contract is being supervised and inspected more thoroughly.
November 2022 - BRC	Lambert Jones Roof	<ul style="list-style-type: none"> Expected that remedial works will be complete before Christmas 2022 Residents will not bear any additional costs in terms of delays 	Jason Hayes		Work could not complete by end of December due to temperatures being too cold to finish the decorations of the front door sets. Door sets are now finished, and quotations are being obtained for an additional level of protection to the roof areas and therefore help in preventing the drainage to block again. Quotes are already in for cyclical maintenance to the drainage and are to be shared with residents.
November 2022 - BRC	Balancing Charges	<ul style="list-style-type: none"> Agreed that 6 monthly rather than an annual forecast will be 	Anne Mason		Report to March committee

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		<p>presented, covering the main areas of expenditure</p> <ul style="list-style-type: none">• Requested that summary of repairs expenditure presented in a simplified format with percentage levels and a narrative• Early warnings of high balancing charges to be communicated• BRC Chair requested a report to March Committees detailing this.			

Redecorations

- Head of major works notes that consultation has improved but would welcome feedback where residents feel it is still falling short of expectations.
- Head of Major Works and Project Manager have discussed the required improvements, particularly at the early stages of preparation and protection of adjacent surfaces, with the contractor and the clerk of work. There is an increase of inspections in place to monitor the work closely over the next few weeks.
- As above, supervision has been raised with the contractor and clerk of works are completing more inspections to monitor the work being completed.

Lambert Jones Mews Roof

Work could not complete by end of December due to temperatures being too cold to finish the decorations of the front door sets. Door sets are now finished, and quotations are being obtained for an additional level of protection to the roof areas and therefore help in preventing the drainage to block again. Quotes are already in for cyclical maintenance to the drainage and are to be shared with residents.

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