

RESIDENTS' CONSULTATION COMMITTEE 2012/13

ANNUAL REVIEW UPDATE

1. Communication – what improvements could be made to the way the BEO communicates with residents, for example, newsletter, notice boards, emails (to RCC/BA Chairs, House Group Chairs, House Group representatives), website (new COL website is due to be launched in the summer), reception? What do you think of the new email broadcast service?

1. More than one channel of communication is important; residents find the website particularly convenient. ***New COL website launched in July 2012 & communicated via newsletter***
2. When the City's website is updated this year, could there be a clearer link to the BEO and various representatives. ***Link is: services – Housing & Council Tax – Barbican Estate & link to Residents Representation & Consultation***
3. There is low awareness of the differences between the BA and RCC – residents suggested an annual letter from the Chairman, setting out the scope and differences. Could this also appear on the website? ***There is a link to Residents Representation, Consultation & Committee Papers – Barbican Association information – section on the difference between BA/RCC***
4. Could the link to RCC/BRC public papers be clearer? Particularly the most recent set of minutes from the RCC, which appear on the BRC agenda. Could residents also receive these via email, once they have been approved by the Chairman? ***There is a link to Residents Representation, Consultation & Committee Papers – link from RCC/BRC information to RCC/BRC minutes/reports & sent via link on email broadcast service***
5. The BEO newsletters are not always noticed, could they be more prominent? It can be difficult to find information in respect of emergency services. Could they be kept together, either at the beginning or end of the Newsletter? Could the emergency numbers be easily accessible on the web page? ***Emergency services in middle/front of newsletter & there is a link on the website from Resident Information – Emergency Services***
6. Could the BA newsletter receive a regular 'update from the RCC' from the Chairman? ***BA newsletters now include an update from the RCC Chairman***
7. Could the BA newsletter also contain an article on forming house groups, clarifying procedures in respect of 'opt out' memberships and constitutions? Could this also appear on the web page? ***Being reviewed by BA. New***

section on RTAs being added to website including sample RTA letter & checklist from Town Clerks, draft constitution & last RTA annual audit.

8. Could there be an Annual 'BEO meets the residents' meeting? **Summer & Christmas meet the residents events**
9. Could noticeboards be kept free from non-relevant Guildhall publications? **Cleaning Supervisors monitor**

2. Reporting – would you like to see any changes or improvements to the reports that are presented to your committee?

1. Could there be a report on fringe developments – i.e. Frobisher House? It was suggested this be the subject of a report to the March Committee. **Updates in City Surveyors report to RCC**
2. Late or 'to follow' reports should be avoided as far as possible, particularly for controversial/complex matters. Chairman of the RCC to speak to the Chairman of the BRC, to share concerns and seek a common standard. **Agreed with BRC Chairman & actioned as much as possible**
3. Can the RCC receive a list of all working parties, to review annually, with a rota to look at each in detail? Could the RCC receive the Working Party Minutes? **Annual list of Working Parties presented to RCC/BRC 2012 (proposed for June 2013). Minutes/reports/updates of Working Parties to RCC/BRC**

3. Service improvements – what services would you like the BEO to prioritise in its review of services. Would you like to see any changes to services? Are there additional services you would you like the BEO to offer?

1. Is a 'review of services' pending? Will any services be ceased? **Annual cleaning review of schedules during winter each year. Review of Technical Services Structure - anticipated new structure in place by April 2013**
2. It was noted that the on-going issues with car parking/agency staff was pending. **Car Park Charging report January 2013**
3. There were some concerns about the security and safety at the Eastern end of the Estate. Could the issue of cameras be revisited on the high walks and access points, particularly when the escalators are out of action? Residents noted that this was frequently discussed at the BA Security Working Party, which is attended by the Police and BEO staff. Could the RCC receive an update in March? **BA Security Working Party report to November 2012 committee**
4. Is litter picking by Gilbert Bridge Ballustrate deteriorating? It was suggested that use of bins on the estate be revisited but noted that foxes have been sighted. Residents asked how rigorously services are being challenged and

could RCC be provided with examples? **Schedules for podium cleaning reviewed March 2012. Services reviewed by House Officers**

4. Costs – which areas of service would you like the BEO to prioritise in its review of service charge costs to residents or which areas of service could be provided in a different way that could possibly reduce costs?

1. It was noted that the car park had been signed off at the last meeting but residents would like the opportunity to revisit this after a year, as set out in the report. **Car Park Charging report January 2013**
2. Will Roman House generate car park revenue? **On-going discussions**
3. Have charges been signed off for the area which the cinema will take over? **Financial agreement in place**