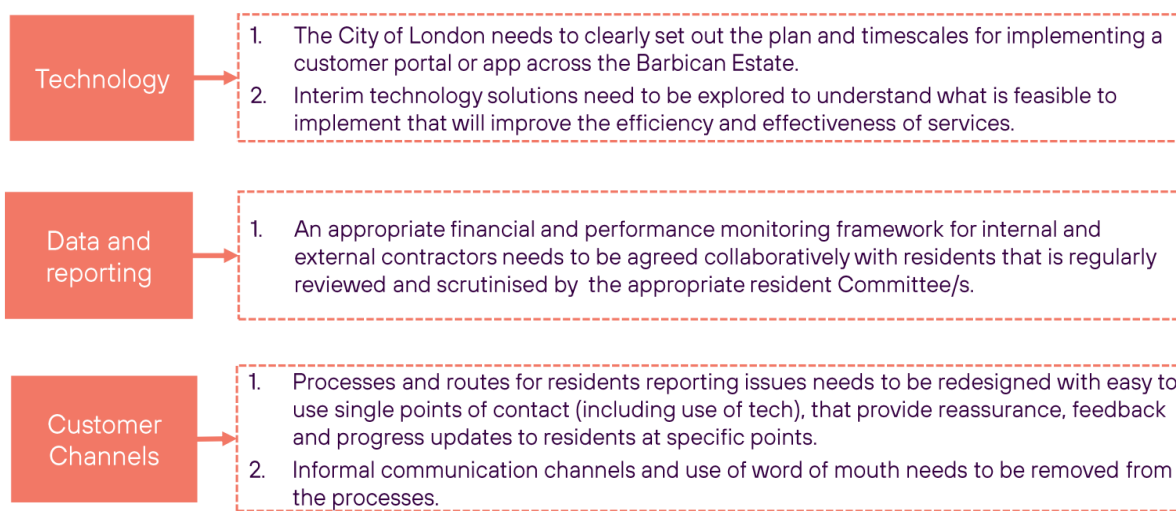


Committee(s): Barbican Estate Residents Consultation Committee – For Information Barbican Residential Committee – For Decision	Dated: 2 September 2024 16 September 2024
Subject: Barbican App	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	4
Does this proposal require extra revenue and/or capital spending?	Yes
If so, how much?	£52,332
What is the source of Funding?	Service Charge
Has this Funding Source been agreed with the Chamberlain’s Department?	Yes
Report of: Judith Finlay, Executive Director of Community and Children’s Services	For Decision
Report author: Daniel Sanders – Assistant Director – Barbican	

Summary

The Barbican Estate does not currently have a resident app/portal to support its service delivery. This is noted in several parts of the Altair Report (see below):



Resident feedback about communication channels, maintenance reporting and community engagement supports the findings of the Altair report. The BEO have engaged with Spike Global on an initial proposal to develop a bespoke app for the Barbican.

Recommendations

Members are asked to:

- Approve the proposal.

Main Report

App Benefits

There are several benefits to residents of the Barbican having a bespoke app designed to improve the service offering and daily living experience of the Barbican Estate.

- **Convenient Communication:** Streamlines communication between residents and management, allowing for real-time updates, notifications, and announcements.
- **Maintenance Requests:** Residents can easily submit and track maintenance requests, ensuring quicker response times and resolution.
- **Community Engagement:** Facilitates community interaction through event calendars, forums, or chat features, fostering a sense of community.
- **Payment Management:** Simplifies rent & service charge payments as well as other fee transactions, with options for online payment and tracking payment history.
- **Access Control:** Enhances security by providing digital access codes, visitor management, and notifications for package deliveries.
- **Document Storage:** Provides a secure place for storing important documents such as lease agreements, policies, and resident handbooks for easy access.
- **Feedback and Surveys:** Enables management to gather resident feedback through surveys or direct messaging, improving service quality and resident satisfaction.
- **Emergency Alerts:** Offers a quick way to send out emergency alerts or important information to all residents simultaneously.
- **Sustainability:** Reduces paper usage by digitizing notices, forms, and communication, contributing to a greener approach to Estate Management.
- **Compliance:** Meet key requirements of the Building Safety Act 2022 with Spike able to create and share your RES and fire and safety documentation, providing a clear audit trail as part of the golden thread.

Service Requests
Send enquiries and submit forms such as defect reports, visitor requests, key waiver or anything else you might need.

Amenities
View and book available amenities within your building and estate.

Events
Browse and book events organised by you and community partners.

Social
Connect with your neighbours through clubs and forums.

My Deliveries
Receive notifications and manage deliveries.

Promotions
Access exclusive promotions from you and community partners.

News & Articles
View the latest community news and articles in your development.

Announcements
View the latest important announcements.

My Property
View manuals, instruction videos, floor-plans and even pay bills.

Spike Global

Spike Global are the industry leading app provider in the residential property arena. They operate in several markets and have some of the biggest clients in the UK property market currently connecting over 200,000 residents, some key partners are below:



Spike also offer integrations to connect third-party services to the app, though this paper is not recommending integrations at this stage it is good to know that in the future Spike can link in with systems such as Civica (subject to their agreement) leaving room for further development and efficiencies, some key integrations are below:



To date, Spike have engaged with us in concept conversations, functionality requirements, bespoke design and provided an app timeline and roll out for us free of charge and we have been impressed with their positive approach and genuine ambition to want to operate on the Barbican Estate.

Considerations

Introducing a resident app in a development with a high age demographic presents several risks, including resistance to technology, potential usability challenges, and a lack of digital literacy.

These risks could lead to frustration, reduced engagement, and the possibility that the app will not be used effectively. To overcome these challenges, we are working with Spike to prioritize a user-friendly design with simple navigation, large fonts, and clear instructions.

Additionally, providing hands-on training sessions, offering personalised support, and ensuring that some traditional methods of communication remain available such as notice boards in communal areas and the weekly bulletin which will be published through the app but we have agreed with Spike, for those people who are unable to utilise the app technology that we can create a bespoke group that will generate an email every time we issue a communication instead of an in-app notification. This is beneficial for 2 key reasons:

- It means the BEO will still only have to use one system for communication, the app will automatically generate and issue the email meaning there is no duplication of work.
- It allows us to keep connected with residents who may not be able to operate or have access to mobile technology.

Financials

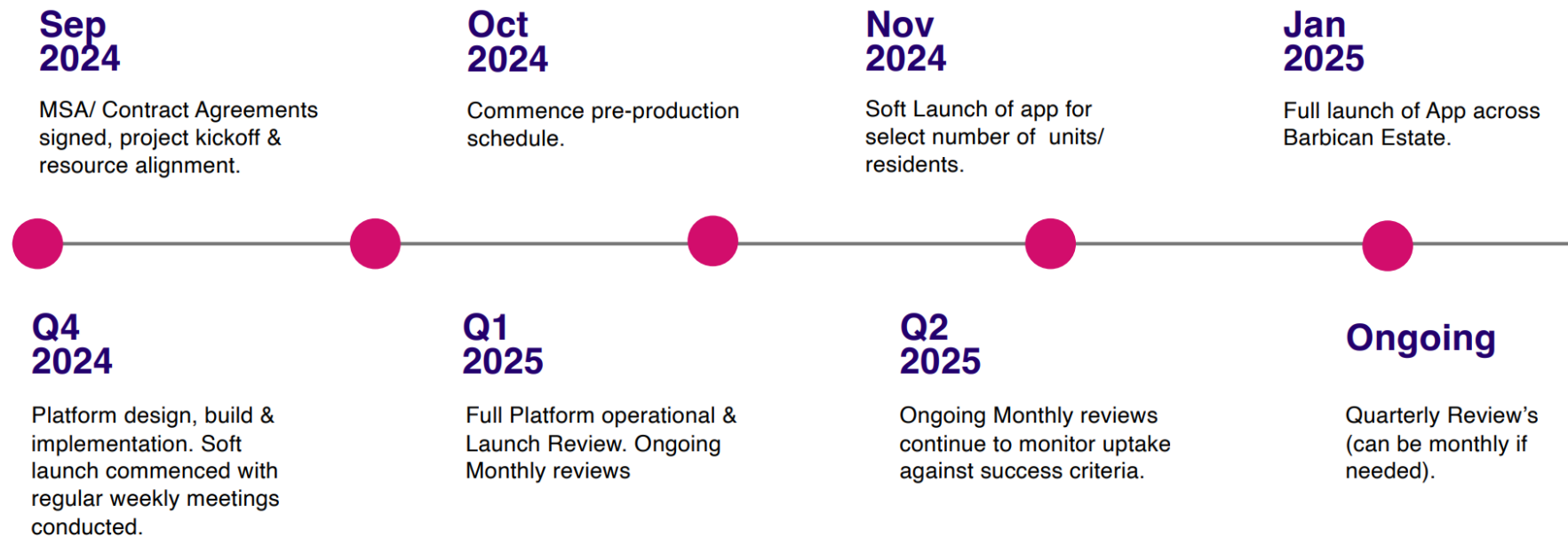
The app project is service charge recoverable. We have been working with Spike on securing the best value for leaseholders and the screenshots below demonstrate the Commercial negotiation we have undertaken on behalf of leaseholders to secure best value, including the scope to further negotiate should our colleagues in Housing decide to introduce a similar product with Spike:

Spike Pricing* (GBP)	Spike Pricing* (GBP)
Monthly Subscription Fee: £3,111 + VAT (based on 2,074 units @ £1.50 per unit)	Monthly Subscription Fee: Year 1 - 2,074 units @ £1.50 per unit - £3,111 + VAT Year 2 - 2,074 units @ £1.40 per unit - £2,904 + VAT Year 3 - 2,074 units @ £1.30 per unit - £2,696 + VAT Spike are willing to discuss a reduction of the unit fee should the social housing division wish to discuss further.

Timeline and Rollout

Subject to committee approval we have worked with Spike to design a project timeline below:

Resident App Timeline & Rollout



Ambition

We want to outline our ambition for the app in terms of the preferred communication and reporting mechanism for the Estate. As such, we have realistically defined what we believe success will look like in terms of resident uptake and usage:

- Year 1 – 70% of residents on the app
- Year 2 - 80% of residents on the app
- Year 3 – 90% of residents on the app
- Year 4 – 95% + residents on the app

Data Handling & GDPR

Resident information is safe on the app, it is designed with robust security measures to protect sensitive data. This includes end-to-end encryption, which ensures that information like personal details, payment data, and maintenance requests are securely transmitted and stored.

Additionally, we will have multi-factor authentication, requiring users to verify their identity through multiple steps. Regular security updates and compliance with data protection regulations, such as GDPR or CCPA, will also routinely happen. We have also asked colleagues in corporate IT and COLP to review the data handling pack provided by Spike to ensure compliancy.

Conclusion

It is the recommendation of the Assistant Director – Barbican that we proceed with this project which will be key in supporting the continued improvement of the BEO following the findings of the Altair report.

Appendix 1 – Spike Living Brochure

Appendix 2 – City of London App Presentation (Updated Commercials)

Report of Daniel Sanders

Daniel Sanders

Assistant Director – Barbican Estate

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