

Committee(s):		Date(s):
Markets Board	For information	13/11/24
Subject:		Public
Superintendent / General Manager (GM) updates		

Briefing Note

Smithfield

Staffing – Recruitment is in progress to fill three outstanding electrical biased general maintenance operatives, one for each of the sites. Applications closed on the 25th October and twenty three applications have been received. These will now be reviewed against the experience required criteria to set the interview plan.

Cleaning – The planned main gates repainting project is in progress with two sets of gates completed as of the 28th October and the remaining two sets to be completed by the 8th November. The management team continue to monitor cleaning standards and performance with weekly reviews in the key focus areas of welfare facilities, public toilets, office corridors, fork lift truck bays and the fridge decks.

Energy – no further updates.

Health & Safety – no further updates.

Tenant Association (TA) priorities - The local team continue to work with colleagues at Guildhall to close out a number of outstanding works around the Market which have taken more time to resolve than first anticipated or required. CBRE have allocated additional and new resource to their support function to improve performance and service delivery times to the Market. Significant CWP money is now being spent to replace or upgrade infrastructure assets for the Market. More recently this has been to improve the low temperature hot water services, replace the car park sump pumps and the East Market building management system upgrades and associated IT support services.

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Billingsgate Market

Staffing - Recruitment to fill the vacant Constable position at Billingsgate is currently underway. A six-month acting up opportunity to supervise the cleaning team has recently been given to one of the team following interviews. This will provide a development opportunity for the successful member of staff. The Maintenance Manager position is currently being filled by an agency member of staff and the Electrician role is being advertised.

Cleaning – No concerns around cleaning have been raised by tenants. The process of tendering the cleaning operation at the market continues with the outcome expected in December

Energy – The next batch of PPA credits is expected this month. Due to the fall in energy prices, they will be lower than those received earlier in the year.

Health & Safety – There are no current trends in accidents to suggest underlying issues with the operation. Any reported accidents are investigated by the team.

Tenant Association priorities – The future of the market continues to be the main concern for tenants with negotiations ongoing.

Billingsgate Market

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New Spitalfields

Staffing – Vacant roles remaining include one General Maintenance Operative and one Electrician. Both roles are currently being filled by agency staff, however the Electrician role is currently being advertised and we are in the process of transferring the agency general maintenance operative to a permanent position.

Cleaning – The site waste and cleansing contract continues to perform well. Cleaning of the public WC's and CoL occupied areas that is part of the wider CBRE contract managed by the FM team is now improving with regular meetings being set up with the contract manager to look at further opportunities to improve both through cleaning practices and improvement to the aging infrastructure.

Energy – We have yet to receive the October PPA credits needed to issue our tenants Q2 utilities invoices, however it is expected the rate will be equal to, or slightly less than Q1.

Health & Safety – The glazing replacement survey has now been completed and works will commence late November for several weeks to replace all glazing in the Market roof that were considered to be a risk of any level. There are 61 panels in total to be replaced.

Tenant Association Priorities - The 2020 rent review for the low height CSB units remains unsettled. The Market Tenant's current 10-year leases expire in May 2025 and the association are keen to press on with negotiations once the rent review is settled. There are concerns about the long-term future of New Spitalfields and its ability to operate without serious investment as well as any potential impacts from the Markets colocation programme.

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