

**Residents Consultation Committee (RCC) and Barbican Residential
Committee (BRC) Working Parties
Terms of Reference - January 2021**

Service Charge Working Party

Objectives

- To examine Service Charges (SC) and basis of their calculation, and ensure that information about charges is transparent and is communicated effectively to the RCC and Working Party.
- To understand and where possible improve, processes and policies within the BEO that ensure charges made under the SC provide good value in delivering services as defined in the Service Level Agreement and engage with officers to achieve this.

The objectives will be fulfilled through:

- Meetings to review financial reports to be presented to the Residents Consultation Committee (RCC) relating to the SC account.
- Review and examine historical SC expenditure and comparing this with current or planned levels of expenditure.
- Reviewing draft budgets for the SC and discussing with officers the basis on which these estimates have been made.
- Engaging in discussion with officers to understand the processes and policies around achieving value for money within the SC.
- Consider whether more forecasting is required and to consider what is and isn't currently forecasted.
- Forwarding any relevant comments that may impact on service delivery to the Working Parties of the RCC including the Asset Maintenance Working Party and Service Level Agreement Working Party for comment.
- Report annually to the RCC.

MEMBERSHIP

Sandra Jenner, Chair

Bernie Burrows

Adam Hogg

Helen Hudson

1 Fred Rodgers

Sally Spensley

Frits Van Kempen