Appendix 1
"You Said We Did" - Action List - September 2013

"You Said We Did" - Action List – Septen Issue	Officer	Action Date			
Customer Care					
Action List					
<ul> <li>Could BEO provide an action list with the update report – BEO will circulate an action list approximately one month after each RCC – this will be updated and presented with each update report to committee</li> </ul>	Michael Bennett	Completed			
Communications					
Minutes of Working Parties & Barbican Occupiers     User Group to be available on website – liaising with IS					
<ul> <li>Link to BEO/COL website at bottom of email broacasts – completed</li> </ul>		Completed			
<ul> <li>Publicise election of new Chairmen – next Barbicanews</li> </ul>					
Email broadcast with link to Committee papers &     RCC minutes – completed  Barrana Laf BCC management titles and a sectors.	Helen	Completed			
<ul> <li>Removal of RCC representatives personal contact details from Barbicanews &amp; website – completed</li> <li>Formal Q&amp;A Annual Residents meeting – BEO reviewing for Winter 2013</li> </ul>	Davinson	Completed			
<ul> <li>Inductions for new RCC members – BEO reviewing with RCC possible short workshop-type sessions</li> <li>Arbitrary delineation between residential &amp;</li> </ul>					
commercial parts of the Estate e.g. Virgin Active – BEO Estate Services team taking over responsibility for commercial properties	Michael Bennett	On-going			
Service Charges Briefing Meetings					
<ul> <li>Residents representatives Service Charges Briefing Meetings 1.00pm &amp; 6.30pm Wednesday 11 September in the Residents Lilac Meeting Room in the BEO</li> </ul>	Anne Mason	11 Sept 1.00pm & 6.30pm			
Failure of service chargeable services e.g. non-					
<ul> <li>Q. Does the Corporation accept the principle that when it has contracted to supply services recovered by service charges but fails to do so (eg. non-availabilty of lifts or 24 hour CP attendants) for whatever period and for whatever excuse it should refund pro rata to leaseholders affected the appropriate part of the charges levied, since normal principles of equity as well as the law of set off require this?</li> </ul>	Anne Mason	Complete			
<ul> <li>A. The onsite concierge staff are available to assist all residents regardless of their location. They provide services across the estate and if one is unavailable for any reason, assistance will still be provided from a colleague. The Lease does not specify the times that the onsite staff will be on duty (or how many there will</li> </ul>					

			T
	be or where they will be situated), nor does it specify the availability of the lifts.		
•	The Service Level Agreement states 'provide lift repair and maintenance services with 24/365 coverage'. It would be a question of reasonableness, e.g. it is reasonable for the lifts to be out of service for maintenance and repairs, however if the Barbican Estate Office failed to maintain the lifts or take action to effect a repair and the lift was out of action for a significant period, then there may be a case and this would be investigated.		
-	e Services		
Servi	ces		
•	Litter outside Gilbert House particularly at weekends  – BEO reviewing weekend cleaning schedules & staffing	Michael Bennett	September
•	Barbican Centre curved wall – usage by officers for smoking – BEO liaised with the Centre	Helen Davinson	Complete
	Works		
Conc	rete Testing for the low rise blocks		
Comp	The concrete consultants in their report on the Towers recommended that a programme of checks and tests be carried out on the low rise blocks. Second stage Section 20 consultation notices have now been served on leaseholders of Breton House and Mountjoy House, to carry out the safety investigations. The proposed contractor is the same as the one due to re-commence work on the three towers.  Detion of concrete repairs to the tower blocks  The application to the Leasehold Valuation Tribunal, for dispensation from consultation requirements in order to retain the same contractor, has been approved and works are due to commence shortly, once all the internal procedural requirements have been complied with.	Karen Tarbox	On-going
	rtment of Built Environment		
A mee	im Tiling eting took place in June attended by representatives he BEO, Planning, Highways and the Contractor – J B		
•	The "larger" waffle tiles have been ordered, supplied and laid for approximately the last 10 years (the original size has not been supplied during this period). It is felt that these are now more noticeable due to the many patch repairs that are taking place across the Barbican Estate.  The procurement /laying of this size tile is not as a result of the change in contractors.		

		I	I		
•	The contractors have advised that they can manufacture the original tile and the Highways Dept will now be holding further discussions with them to establish any manufacturing / cost implications.				
•	Planning have advised that the current tiles in situ across the estate do not need to be removed, but that the aim, subject to discussions with the contractors, is to move forward with the original size tile (metric specification) for patch repairs and larger scheme areas.	Karen Tarbox/Helen Davinson	Complete		
•	Repairs to the tiling on the steps - white edge tiles being cemented over whilst replacement tiles are sought have been painted white in the interim.  Officers are actively seeking a replacement that will offer suitable contrast but sit within the Listed Building Management Guidelines	Property Services and Highways	On-going		
Barbi	can Area Streetscene Enhancement Works - St				
Giles	Terrace/Ben Jonson Highwalk				
•	A consultation framework for schemes in and around the Barbican Estate will be consulted on with the Barbican Association	Michael Bennett	September		
Dolph	nin Fountain – Ben Jonson Highwalk - update				
•	The fountain is organic bromine dosed/stabilised by an automatic brominator to give 24 hour bacterial kill which was installed in 2002.	Helen Davinson	Completed		
	can Arts Centre				
	can Exhibition Hall 1 – Proposed Tenant - London				
Film S	School				
•	The Barbican Centre is planning for the London Film School to take the space and begin their fit out in first half of 2014 with the aim of opening for students in September 2015.				
•	Enabling works such as rerouting of services and an internal dividing wall to allow the tenants works to commence will probably start in October/November 2013				
•	Main period of works will be during 2014 and early 2015	Michael Bennett	On-going		
City	· · · · · · · · · · · · · · · · · · ·				
	Surveyors		Contourle		
	C Lifts/Escalators	Michael	September		
•	Performance of Moorgate Escalator to be confirmed by City Surveyor	Michael Bennett	City Surveyors update		
Contact: Michael Bennett, Barbican Estate Manager – 020 7029 3923 –					
barbican.estate@cityoflondon.gov.uk					