

## Appendix 1

### “You Said; We Did” - Action List – July 2014

#### Actions from June 2014 RCC/BRC & other outstanding issues

Issue	Officer	Action Date
<b>Customer Care</b>		
<b>Communications</b> <ul style="list-style-type: none"> <li>Working Parties - website - minutes of Barbican Occupiers User Group TBC by City Surveyors</li> <li>Formal Q&amp;A Annual Residents meeting – BEO reviewing</li> </ul>	Michael Bennett	Ongoing
<b>Revenue &amp; Capital Budgets and Service Charge &amp; Income Account Reports</b> <ul style="list-style-type: none"> <li>Costs – ‘City widened Line’ underground tunnel – additional electricity costs – for ongoing costs for changes made to the underground line – report to next committee cycle</li> </ul>	Mark Jarvis	September
<b>Residents Survey</b> <ul style="list-style-type: none"> <li>BEO annual survey completed in July - report to Sept committee</li> </ul>	Helen Davinson	Complete
<b>St Alphage Redevelopment</b> <ul style="list-style-type: none"> <li>Noise disturbance from works – ear defenders provided to local residents at Andrewes Car Park office (information provided via email broadcast/notice boards for Andrewes/Willoughby House)</li> <li>Additional window cleaning services have been scheduled in 2014 by the developer for Andrewes &amp; Willoughby House</li> </ul>	Helen Davinson  Helen Davinson	Complete  Complete
<b>Estate Services</b>		
<b>Services</b> <ul style="list-style-type: none"> <li>Podium litter at weekends e.g. outside Gilbert House– Cleaning Supervisors spot inspections highlight cleaning schedules not being maintained – follow ups demonstrate schedules back on track to monitor until end of August</li> </ul> <b>Heron Spaces in Willoughby/Speed Car Parks</b> <ul style="list-style-type: none"> <li>Security/timing, access, labelling of gate and doors – orders placed for works anticipate being completed in September</li> </ul>	Michael Bennett	Ongoing  Ongoing
<b>Major Works</b>		
<b>Beech Gardens</b> <ul style="list-style-type: none"> <li>Landscaping proposals – pre-condition/types of planting – consultation process to include images of previous planting &amp; proposed – included in 23 July Open Day for Landscaping proposals</li> </ul>	Karen Tarbox	Completed

<b>Redecorations</b> <ul style="list-style-type: none"> <li>House Group (Ben Jonson/Breton) requests for breakdown of external redecoration works costs for 2014/15</li> </ul>	Mike Saunders	Completed
<b>Upgrade of Television network</b> <ul style="list-style-type: none"> <li>Marketing for new ultra-fast broadband services distributed via email broadcast, letters to all flats/external absent leaseholders in early August</li> </ul>	Mike Saunders	Completed
<b>Open Spaces</b>		
<b>SLA Review</b> <ul style="list-style-type: none"> <li>Drainage in Thomas More Garden – being reviewed by Property Services</li> </ul>	Helen Davinson	Ongoing
<b>Department of Built Environment (DBE)</b>		
<b>Podium Tiling</b> <ul style="list-style-type: none"> <li>An alternative stair edging has been agreed with Planning (using a grooved tile matching the original design that incorporates yellow finish material into the grooves) – we are sourcing a supplier</li> <li>Plinth repairs along Ben Jonson Highwalk - Planning officers happy with permanent solution to tiles continually falling off - awaiting confirmation of trial dates for one of plinths</li> </ul> <b>Barbican Listed Building Management Guidelines – Landscape</b> <ul style="list-style-type: none"> <li>Barbican Listed Building Management Guidelines – Landscape – BEO liaising with officers regarding publicising consultation via email broadcast with link to website</li> </ul>	Helen Davinson  Michael Bennett/Helen Davinson  Helen Davinson	Ongoing  Ongoing  August
<b>City Surveyors</b>		
<b>Public Lifts</b> The Electronic Monitoring Unit (EMU) is the real time mechanism that monitors breakdowns, sends a message to APEX at the point of breakdown & can be accessed to check usage & to generate reports. It uses either a BT line or GSM unit to relay information <b>London Wall lift Western Pavilion</b> <ul style="list-style-type: none"> <li>Query on accuracy of lift availability (98.9% - 24 hours outage) - a time of 1 hour was recorded as out of service by the EMU from 01/02/14 – 30/04/14. However, Apex/Platinum have recorded &amp; reported 24 hours which was reported although it contradicted the EMU data</li> </ul> <b>Moorgate Escalator</b> <ul style="list-style-type: none"> <li>Query on accuracy of escalator availability (70.8% - 624 hours outage) - it appears that there has been a problem with the data recorded during the period (01/02/14 – 30/04/14). This was due to loss of mains power both to the escalator &amp; the EMU which was caused by the Crossrail project (power outage). The report omitted 41 days. During that period we do not have an accurate idea of the hours that it was in/out of service</li> </ul>	City Surveyors	Completed

<p>Going forward to improve data collection &amp; monitoring we are considering arranging control for the EMU maintenance to move away from APEX &amp; to be in direct contract with the City. There will be a cost implication for the City but by ensuring the EMU(s) are more effectively monitored in house, we will be able to produce 'service reports' to evidence performance levels</p> <p><b>Frobisher Crescent – heating outage</b></p> <ul style="list-style-type: none"> <li>• See City Surveyors update</li> </ul> <p><b>Frobisher Crescent – drainage on balconies</b></p> <ul style="list-style-type: none"> <li>• Liaising with developer</li> </ul>		
<p align="center"><b>Contact:</b> Michael Bennett, Barbican Estate Manager – 020 7029 3923 – barbican.estate@cityoflondon.gov.uk</p>		