

BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE
Monday, 1 September 2014

Minutes of the meeting of the Barbican Estate Residents Consultation Committee
(RCC) held at Guildhall on Monday, 1 September 2014 at 6.30 pm

Members:

Tim Macer - Willoughby House (Chairman)	John Tomlinson - Cromwell Tower
Professor Chris Mounsey - Breton House (Deputy Chairman)	Gillian Laidlaw - Mountjoy House
Randall Anderson - Shakespeare Tower	Fiona Lean - Ben Jonson House
Averil Baldwin - Thomas More House	Natalie Robinson - Andrewes House
Robert Barker - Lauderdale Tower	Professor Michael Swash - Willoughby
Gordon Griffiths - Bunyan Court	John Taysum - Bryer Court
Helen Wilkinson - Speed House	Janet Wells - John Trundle House
Robin Gough – Defoe House	Mark Bostock – Frobisher Crescent
Dr Gianetta Corley – Gilbert House	

In Attendance:

Professor John Lumley – Member of the Court of Common Council, ward of Aldersgate

Officers:

Karen Tarbox	- Community and Children's Services
Michael Bennett	- Community and Children's Services
Helen Davinson	- Community and Children's Services
Mike Kettle	- Community and Children's Services
Anne Mason	- Community and Children's Services
Amy Carter	- Community and Children's Services
Colin Chuter	- Chamberlain's
Julie Mayer	- Town Clerk's

1. APOLOGIES

Apologies were received from John Tomlinson, Jane Smith, David Graves and Gareth Moore (Chairman of the Barbican Residential Committee).

The Chairman congratulated Karen Tarbox in her new role as Assistant Director, Barbican and Property Services and welcomed Colin Chuter from Chamberlains and Amy Carter (Community and Children's Services) to their first meetings.

2. DECLARATIONS BY MEMBERS IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. MINUTES

The Frobisher House representative asked for an amendment in respect of page 4 of the minutes in that the House Group had asked that the RCC to be alerted to a potential dispute. There was also an error in the text in that inhabitable should have read 'un-inhabitable'.

Subject to the above, the Minutes of the meeting held on 2 June 2014 were approved as a correct record.

4. **2013/14 REVENUE OUTTURN (EXCLUDING THE RESIDENTIAL SERVICE CHARGE ACCOUNT)**

The Committee received a joint Outturn Report of the Chamberlain and Director of Community and Children's Services. Members welcomed the simplified format of the reports and some had also attended a briefing session prior to this RCC meeting, which had been very helpful.

RESOLVED, that:

The Revenue Outturn Report for 2013/14 and the budgets carried forward to 2014/15 be noted.

5. **2013/14 REVENUE OUTTURN FOR THE RESIDENTIAL SERVICE CHARGE ACCOUNT INCLUDING RECONCILIATION BETWEEN THE CLOSED ACCOUNTS AND AMOUNT TO BE CHARGED TO LONG LEASEHOLDERS**

The Committee received a joint report of the Chamberlain and the Director of Community and Children's Services, which provided a summary of expenditure chargeable to the Barbican Estate's long leaseholders.

RESOLVED, that:

The Revenue Outturn Report for 2013/14 and the service charge reconciliation be noted.

6. **RELATIONSHIP OF BRC OUTTURN REPORT TO SERVICE CHARGE SCHEDULES**

The Committee received a report of the Director of Community and Children's Services, which sought to clarify how the service charge division in the 2013/14 Revenue Outturn Report relates to the service charge schedules provided to long lessees.

During the discussion of this item, the following points were raised/noted:

- Lauderdale residents would challenge being charged for the replacement glass at roof level as it related to work that recently been done and should be under warranty.
- Water tanks were tested on a regular basis.
- The drainage issues at Frobisher Crescent were considered to be service chargeable and will continue to be so unless evidence arises to the contrary.
- Members commended the helpful format of the report.

RESOLVED, that:

The report be noted.

7. **SERVICE LEVEL AGREEMENT (SLA) REVIEW**

The Committee received a report of the Director of Community and Children's Services, which updated Members on the review of the estate-wide implementation of Service Level Agreements and Key Performance Measures for the quarter April to June 2014.

During the discussion on this item, the following points were raised/noted:

- A meeting had been arranged with the Cleaning Manager for later this week, in order to look at spot checks on the podium and other problem areas.
- There was currently no finance available for bike lockers but some TfL funding had recently become available for bike racks and bike cages, which were very popular with residents. Members noted that there may be some modest charges for these such as to cover key administration, and residents would be updated once officers had received further clarity.
- Members noted that the SLA working party considered both leaseholder and service chargeable issues, as there were overlaps with officer responsibilities but the report indicates which account each item belongs to.
- Andrewes House had been extremely concerned about two recent intrusions, where entry had been gained via an open escape door (either left open or not closed properly). Residents noted that this had now been escalated to the Assistant Director, Barbican and Property Services, who would undertake a further investigation and update residents by the end of this week. Furthermore, the outcome and improvements would be fed into the wider security procedures on the estate and raised at the next SLA Working Party.

RESOLVED, that:

The report be noted.

8. **REVIEW OF WORKING PARTIES**

The Committee received a report of the Director of Community and Children's Services, which sought a decision on the process for setting up and running the RCC's working parties.

Members particularly welcomed receiving the Minutes of the working parties as it promoted transparency as well as tracking progress. Some Members suggested that an annual report and summary of the work of each group would also be helpful and this could be circulated more widely to residents.

The Chairman advised that vacancies would be filled at the AGM, along with reviewing terms of reference and setting time limits on the working parties, where necessary.

RESOLVED, that:

The draft protocol for setting up and running the Working Parties be reviewed in light of the comments raised, so that it could be considered further and implemented at the RCC's Annual General Meeting in Spring 2015.

9. **AUTOMATED PAYMENT SYSTEM FOR TEMPORARY CAR PARKING REVIEW**

The Committee received a report of the Director of Community and Children's Services, which considered the efficiencies in delivering the temporary car parking service. Members were reminded that the Barbican Residential Committee had approved the introduction of an Automated Payment System in February 2013 and this report reviewed the system after its first year of operation.

Members noted that the car park attendants would assist those visitors lacking confidence in using any of the Pay-by-Phone methods. There was also an internet console within the attendant's office, for those without mobile phones.

RESOLVED, that:

It be noted that the system be reviewed again in 2015, with a view to eventually phasing out the physical use of the old Carbon-Paper tickets.

10. **BACKGROUND UNDERFLOOR HEATING UPDATE**

The Committee received a report of the Director of Community and Children's Services, which updated Members on the progress made by the Barbican Underfloor Heating Working Party since the last update in January 2014.

Members noted that a decision on budgets for a consultants brief would be taken in December 2014 and welcomed the range of options presented in the report. Officers advised that the new heating contract would commence on 1 October 2014.

RESOLVED, that:

The progress of the Background Underfloor Heating Working Party be noted.

11. **ROOF APPORTIONMENT FOR SHAKESPEARE TOWER**

The Committee received a report of the Director of Community and Children's Services which sought approval, by the Barbican Residential Committee, to the final apportionment of costs between qualifying Leaseholders and the City of London Corporation in relation to the roof repairs at Shakespeare Tower. The Shakespeare Tower representative confirmed that the House Group was content with the report.

RESOLVED, that:

The Barbican Residential Committee be recommended to approve the final apportionment of costs for roofing repairs at Shakespeare Tower, being 109.2% to the City and -9.02% to qualifying long leaseholders.

12. **BEECH GARDENS PODIUM WORKS UPDATE**

The Committee received a report of the Director of Community and Children's Services, which sought to provide a suitable waterproofing remedy, with appropriate guarantees, for the North West Barbican Podium covering the areas known as White Lyon Court, John Trundle High Walk, Beech Gardens and Bryer Court Pond.

The Bryer Court House Group Member asked for the Group's discontent at the pace of this project to be recorded. The Assistant Director advised that a further Project Board and residents' meeting had been planned for this week, to address their issues. Members were reminded that the project was a pilot for waterproofing the whole of the podium which had, so far, been successful. The report before Members today had been intended as a position statement for the whole estate and the Project Board would receive a more detailed report.

RESOLVED, that:

The report be noted.

13. **WORKING PARTY REVIEW - MINUTES OF BEECH GARDENS FUTURE LANDSCAPING WORKING PARTY**

Members received the minutes of the Beech Gardens Future Landscaping Working Party. Officers advised that the design had been supported by the Working Party, following feedback from consultation with residents and an open-day hosted by the Architect. The Assistant Director, Barbican and Property Services, advised that she would be taking a report to the October Projects Sub Committee, in order to obtain funding approval.

14. **WORKING PARTY REVIEW - MINUTES OF BEECH GARDENS PROJECT BOARD**

Members received the minutes of the Beech Gardens Project Board.

15. **ANNUAL RESIDENTS SURVEY**

The Committee received a report of the Director of Community and Members Services, which advised Members of the results of the Residents' Satisfaction Survey, which was undertaken in July 2014.

Members welcomed a very encouraging report and particularly commended the new format. Officers advised that the exact percentages, as shown in the previous report, were available on request and would be shared with the SLA Working Party. In respect of the cleaning, which had recorded a downturn in satisfaction, officers assured Members that they worked to very high standards and would seek to rectify this as soon as possible. In respect of specific comments and suggestions made by residents, such as the Art Centre's crumbling brickwork on the Lakeside, officers advised that all of these items would be picked up under '*You said; We Did*' and communicated back to residents, so they are aware that their feedback has been acted upon.

RESOLVED, that:

The results of the Barbican Residents Survey, undertaken in July 2014, be noted.

16. **53 FORE STREET - WOOD STREET BAR AND RESTAURANT - NEW LEASE**

Members received a redacted report in respect of granting a new single lease to the Wood Street Bar and Restaurant (formerly Crowders Well Public House) and flat 185 Andrewes House.

Members noted that the application would be subject to a decision by Barbican Residential Committee (BRC) on 15th September 2014 but the final terms of the licence would fall under the jurisdiction of the Licensing Committee. In respect of a recent complaint about noise, Members noted that this had been resolved.

RESOLVED, that:

The report be noted.

17. **PROGRESS OF SALES AND LETTINGS**

The Committee received a report of the Director of Community and Children's Services, which sought to advise Member of the sales and lettings which had been approved by officers since the last meeting.

RESOLVED, that:

The report be noted.

18. **UPDATE REPORT**

The Committee received a report of the Director of Community and Children's Services, which updated Members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in June 2014. This report also provided updates on other issues on the estate.

Former Barbican/COL insignia affixed to the end of the Willoughby House Car Park ramp - Members were disappointed that this had taken so long to resolve and felt that it should have been covered by a planning condition and replaced at Heron's expense. Officers noted residents' comments, which would be reported to Legal Services.

North elevation scaffolding - Members asked if both the painting and concrete testing works could be carried out whilst this was in place.

TV upgrade – Officers advised that residents would be able to keep their existing TVs. However, there was some dissatisfaction about the level of communication generally and Members asked for clarity and further publicity about the meeting with VFM, which had been planned for 15th September in Shakespeare Tower.

Podium tiling - the Assistant Director apologised for the delay in the supply of the step edges but advised that there had been an issue with the manufacturer. The outcome would be reported under '*You Said; We Did*', or sooner if possible.

RESOLVED, that:

The update report be noted.

19. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

The questions received in advance and their responses had been circulated and would be appended to this set of minutes.

20. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

The Town Clerk was heard in respect of the suggested dates for RCC Meetings in 2015 and Members agreed that they would keep to the usual cycle; i.e. Monday's at 6.30pm, two weeks before the Barbican Residential Committee. Members agreed that, for those dates in 2015/16, where the respective Mondays fall on a Bank Holiday, the RCC meetings would still take place on a Monday but one before the BRC meeting; i.e.

- 7 September 2015
- 6 June 2016

The Town Clerk undertook to complete the draft minutes as soon as possible in time for the Grand Committee meetings the following week.

The AGMs for 2015 and 2016 would be scheduled for a Monday evening in April of both years and dates would be advised shortly. All other dates were now available on the web site.

The meeting ended at 8.30 pm

Chairman

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