

**“You Said; We Did” - Action List – October 2014**

**Actions from September 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 Finance committee</li> </ul>	Mark Jarvis	Ongoing
<b>Revenue Outturn 2013/14 report</b>		
<ul style="list-style-type: none"> <li>Advertising and promotions – these were miscoded items</li> </ul>	Anne Mason	Completed
<b>Allocating Underspends</b>		
<ul style="list-style-type: none"> <li>Process – at the beginning of the financial year the Department of Community &amp; Children’s Services ask divisions to put forward prioritised projects for any potential underspends from the previous year. The BEO team will review any possible landlord charged projects, for example, car park works, podium works including planters, signage, tiling and put forward a prioritised list. The car park signage and emergency lighting was prioritised in 2014 following recent Fire Risk Assessments in those areas.</li> </ul>	Michael Bennett	Completed
<b>Estate Services</b>		
<b>Heron Spaces in Willoughby/Speed Car Parks</b>		
<ul style="list-style-type: none"> <li>Security/timing, access, labelling of gate and doors – these works were completed in October</li> </ul>		Completed
<b>Former Barbican/COL insignia affixed to the Estate next to Heron Residential Tower</b>		
<ul style="list-style-type: none"> <li>BEO liaising with City Surveyors &amp; Legal regarding the replacement of the signage by Heron</li> </ul>	Michael Bennett	Ongoing
<b>Andrewes Car Park</b>		
<b>Investigation of leaks into Andrewes car park</b>		
<ul style="list-style-type: none"> <li>A review of all leaks into all of the car parks is currently being undertaken</li> </ul>		Ongoing

<b>Property Maintenance</b>		
<p><b>Service Charge cost increases for 2013/14 for exterior repairs – glazing and water penetration.</b> Due to adverse weather conditions and the higher level of contact from residents related to water penetration the following was carried out:</p> <ul style="list-style-type: none"> <li>• exterior works to top floor balconies and roofs at Lauderdale/Shakespeare Towers and Thomas More/Andrewes House</li> <li>• lower level balcony repairs/investigative work</li> <li>• mastic work to windows at Bunyan Court/Ben Jonson House</li> </ul>	Mike Saunders	Completed
<b>Open Spaces</b>		
<p><b>SLA Review</b></p> <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>		
<p><b>Podium Tiling</b></p> <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 white finish material into the grooves) – tiles now on site work will begin imminently.</li> <li>• Plinth repairs along Ben Jonson Highwalk - Planning officers happy with permanent solution to tiles continually falling off. Work will begin as soon as specialist ordered tiles arrive on site (imminent)</li> </ul>	<p>Helen Davinson</p> <p>Michael Bennett/Helen Davinson</p>	<p>Ongoing</p> <p>Ongoing</p>
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