

**BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE (RCC)**  
**Monday, 29 February 2016**

Minutes of the meeting of the Barbican Estate Residents Consultation Committee  
held in Guildhall on Monday, 29 February 2016 at 7.00 pm

**Present**

**Members:**

Graham Wallace - Chairman  
Robert Barker - Deputy Chairman  
Mark Bostock - Frobisher Crescent  
Gordon Griffiths - Bunyan Court  
Jane Smith - Barbican Association  
Janet Wells - John Trundle House  
Prof. Michael Swash - Willoughby House  
Robin Gough - Defoe House  
Fred Rodgers - Breton House  
David Graves - Seddon House  
Richard Dykes - Gilbert House  
Christopher Makim - Speed House  
Monique Long - Mountjoy House  
Natalie Robinson - Andrewes House

**In attendance:**

Ann Holmes – Deputy Chairman, Barbican Residential Committee (BRC)  
Randall Anderson – Barbican Residential Committee

**Officers:**

Michael Bennett - Community and Children's Services  
Paul Murtagh - Community and Children's Services  
Anne Mason - Community and Children's Services  
Mike Saunders - Community and Children's Services  
Barry Ashton - Community and Children's Services  
Julie Mayer - Town Clerk's

**1. APOLOGIES**

Apologies were received from Fiona Lean, John Taysum, Averil Baldwin, Ted Reilly and Gary Moore, Chairman of the BRC.

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

There were no declarations.

**3. MINUTES**

- The minutes of the meeting held on 30<sup>th</sup> November 2015 were approved.
- The draft minutes of the Annual General Meeting held on 8<sup>th</sup> February 2016 were received.

Before commencing the business on the agenda, the Chairman welcomed and introduced Mr Paul Murtagh the new Assistant Director (Barbican and Property Services). Mr Murtagh set out his career background to date and looked forward to working with Officers and Members. Those present were then invited to introduce themselves.

4. **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 October – December 2015.

Members noted that the first 11 of 12 pre-committee questions, which had been circulated on Friday 26<sup>th</sup> February, related to various service areas and would be incorporated into the SLA action plans.

In response to a question about the Frobisher Crescent works having been delayed due to the supply of doors, officers explained that it had not been possible to order these in advance of letting the contract. Officers were fully aware of residents' frustrations in this matter and were taking steps to ensure more efficient contract management in the future.

Members were asked to note a drafting error on this report in respect of KPIs; % overall resident satisfaction of completed major works projects, progress against target should show as a 'non-smiley face'. The surveys related to Frobisher Crescent external redecorations and three out of four respondents were satisfied with the works.

5. **'YOU SAID: WE DID' - ACTIONS UPDATE**

Members received the Committee's Outstanding Actions update and noted the following update, since the agenda had been printed and published:

Repairs & maintenance works for Andrewes and Ben Jonson House roof/balconies 2014/15 following water ingress – were these not claimable under the guarantees?

*All works orders to Ben Jonson House and Andrewes House are currently being investigated. In 2014/15 there were 30 orders relating to Andrewes House (10 flats) and 37 orders relating to Ben Jonson House (21 flats). Many of the orders are for investigation works and in some cases resulted in works not related to the roof works. Where remedial works could be covered under the existing roof guarantee, officers are dealing with the insurance company to reclaim the costs.*

In response to supplementary questions, the following matters were raised/noted:

- There would be confirmation by the next meeting as to whether the works would be covered under the guarantees and, if so, there would be a credit to the residents of Ben Jonson and Andrewes Houses. Officers

advised that the terms of the guarantees often differed between blocks and others were being investigated as part of this work.

- In respect of the electric vehicle charging points, residents suggested that the electrical points should be installed before residents purchased electric cars and therefore the survey should be extended. Officers advised that this was a Department of the Built Environment project and, whilst the survey results so far had been helpful, it was too early to provide further detail. Members noted that they would receive an update in the next 'You Said; We Did; update.
- In respect of the timings on the Beech Gardens fountains; Members noted that the survey had received 61 responses and would close later this week. Officers agreed to investigate the excessive white foam coming off the fountain as it was becoming unsightly.

**6. SERVICE BASED REVIEW - GENERATING INCOME FOR CAR PARKING AND BAGGAGE STORES FOR 2017/18**

The Committee received a report of the Director of Community and Children's Services in respect of the Service Based Review; specifically in relation to generating income from car parking and baggage stores.

During the discussion, the following matters were raised, specifically for the attention of the Barbican Residential Committee when it meets on 14<sup>th</sup> March 2016:

Would Breton House's car park be considered for commercial use and would there be any disturbance resulting from the use of the car parks as commercial ventures? A Member pointed out that there is a City policy that requires deliveries in residential areas to be restricted to between 7 am and 11pm and that might affect the option for delivery consolidation.

- The possibility of losing staff was a concern - Will the car park attendants' overheads be reviewed and will there be changes to their shift patterns?
- The report now before Members set out a series of 6 options, with options 5 and 6 recommended for further consideration, should options 1 – 4 prove unfeasible.
- The Car Park Account is in deficit due to the City's own Capital Charges. Could the Estate Office undertake a short survey on the use of work rooms and studios, given that a lot of Barbican residents work in creative arts and such units are in short supply.
- When storage company use had been considered some years ago there had been some concerns raised about security.

**7. CAR PARK CHARGING**

Members received a report of the Director of Community and Children's Services, which sought to extend the current charging policy for car parking on the Estate for a further nine months, from June 2016 to March 2017. Members noted that this report had been presented to the Barbican Residential Committee at its last meeting and subsequently deferred. Therefore, officers had presented this report again, along with the Service Based Review report, at the previous item on this agenda.

The Deputy Chairman of the Barbican Residential Committee (BRC) advised that, at its last meeting, Members had deferred this report as they felt there was no logical reason behind a proposed 5% increase and had asked for a set of options. Furthermore, there had been no pre-determination by Members of the BRC as to whether or not residents would be prepared to accept a 5% increase. One resident member suggested that a 5% increase be taken forward to the BRC.

**8. PROGRESS OF SALES AND LETTINGS**

Members received a report of the Director of Community and Children's Services which set out the surrenders of tenancies and the sale and letting of flats in accordance with Standing Orders 77a and 77b.

**9. UPDATE REPORT**

The Committee received the Director of Community and Children's Services regular update report and during the discussion, the following matters were raised/noted:

- Potentially, Asser keys could be retro-fitted to Blake Tower, as had been the case with Frobisher Crescent.
- In respect of pre-Committee question (11) – appended to these minutes - Members noted that an automated barrier on St Giles Terrace would require planning consent and they were advised to canvass their ward members of the Planning and Transportation Committee.

**10. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

In response to further questions, the following matters were noted:

- Frobisher Crescent Leaseholders' relationship with the Barbican Centre would be considered at the SLA Working Party at its next meeting in April. Mr Bostock would be invited to this meeting as a guest.
- The control system for the underfloor heating would need to be replaced by September 2016, when the current contract expires. There was not the same urgency on the other works.

**11. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

- Members noted that a Member had raised a pre-committee question in respect of the Aldersgate Turret, which was outside the remit of this Committee. Members noted that a consultant has been appointed to ascertain the feasibility of converting the disused space into residential use and an application for a pre-planning meeting had been lodged by the consultant. Once there was anything more substantial to report, the RCC/BRC would receive an update for information only.
- Members agreed to put the start time of meetings back to 6.30 pm

**The meeting ended at 8.00 pm**

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Chairman

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