

RCC Pre Committee Questions – 29 February 2016

1. Agenda item 4, SLA Quarterly Review – Customer Care - Page 17 Disputes Resolution Panel

- Q.** Disputes Resolution Panel as referred to in the RCC Terms of Reference – What is this?
- A.** **This panel was set up when the RCC and SLAs were established over 10 years ago – it has met once in over 10 years. The City of London standard complaints procedure is now used with the set escalation process if the “complainer” is not satisfied with the response. It will be reviewed as part of the Residents Information Pack and SLA booklet review with the SLA Working Party which will follow the current review of the Alterations Pack.**

2. Agenda Item 4, SLA Quarterly Review – Customer Care - Page 17 SLA response time for emails

- Q.** Is the SLA response time for emails of 10 days working or calendar days and can this and an automatic response protocol be reviewed?
- A.** **Response times are working days. As above it will be reviewed as part of the SLA booklet review with the SLA Working Party which will follow the review of the Alterations Pack.**

3. Agenda Item 4, SLA Quarterly Review – Estate Management Page 20 Fox repellent application/use of mesh panels on perimeter fence in Bunyan Car Park

- Q.** Can fox repellent application/use of mesh panels on perimeter fence in Bunyan Car Park rectify the situation of foxes damaging residents' cars in the car parks?
- A.** **Officers are currently seeking advice from our wildlife contractor – when received we will update the affected residents and place notices in the relevant car parks regarding the actions that are being taken.**

4. Agenda Item 4, SLA Quarterly Review – Property Maintenance - Page 21 Scaffolding and balcony works on residential blocks

- Q.** What can be done to stop contractors leaving equipment (ladders/scaffold poles without protective caps) on balconies. Can we have dates that contractors will be working on the balconies to erect/dismantle scaffolding?
- A.** **Contractors will be reminded about the use of equipment and protective caps. Property Services are liaising with contractors to confirm the programmed dates. This will depend on the type of work being carried out, for example, if it is an inspection then the dates may be extended. We will ensure that any extension is notified and work with the House Officers to improve communications.**

5. Agenda Item 4, SLA Quarterly Review – Property Maintenance - Page 21 - Frobisher Crescent heating/hot water system

Q. Is there an update regarding the Frobisher Crescent heating/hot water system?

A. **Property Services are currently liaising with the City Solicitor on the details of the proposed contract. A report will be submitted to a future committee for information.**

6. Agenda item 4, SLA Quarterly Review – Major Works - Page 22 (Entry 136) Frobisher Crescent metal work painting

Q. Has the BEO received an update from the Barbican Arts Centre on when the metal work painting on Frobisher Crescent's north elevation was undertaken?

A. **No. This has also been raised at the recent Barbican Occupiers Users Group meeting and officers from the Barbican Arts Centre are looking into this.**

7. Agenda item 4, SLA Quarterly Review – Major Works - Page 22 (Entry 132)Frobisher Crescent west end gable works

Q. Can we have a progress report on the Frobisher Crescent west end gable works? When is the noisy diamond drilling to start?

A. **Currently on site. Completion is due March/April 2016 - however this is subject to the door manufacturers, evolving Barbican Centre booking schedules and weather. Core drilling is scheduled for 1 March to accommodate Barbican Centre booking schedules.**

8. Agenda Item 4, SLA Quarterly Review – Major Works - Page 22 (Entry 135) Concrete testing

Q. When will Bunyan Court find out the actual cost and results of the concrete testing?

A. **For the testing element actual costs will be known around May/June. For the Repair costs element these are dependent on the outcome of the testing report and estimates are anticipated to be known around June/July before going to tender.**

9. **Agenda Item 4, SLA Quarterly Review – Major Works - Page 22**
Internal Redecorations costs
- Q. Recent estimates received by leaseholders for Bunyan Court internal redecorations for works 2017/18 – will we be able to receive estimates nearer the time?
- A. **Yes.**
10. **Agenda Item 4, SLA Quarterly Review – Landlords Works - Page 24**
(Entry 23) Beech Gardens fountain and lighting (part of Beech Gardens waterproofing project)
- Q. Previously the Beech Gardens fountain was not a light source. The potential addition of lighting to the Beech Gardens fountain was not raised via the Project Board and residents were not consulted about the changes to the lighting scheme. How were residents consulted?
- A. **The lighting for the fountain was not a part of the original contract. However officers later ascertained that the lighting was a feature of the old fountain and therefore an aspect of the hard landscaping that was covered by the Listed Building constraints. Unfortunately officers from the Project Board overseeing these works are no longer present to clarify the omission of consultation discussions. However, when operational (a reduced lighting level is being sought) a consultation process will take place with residents in the local blocks to agree the lighting levels/times.**
11. **Agenda Item 4, SLA Quarterly Review – Landlords Works - Page 24**
St Giles Terrace – Automatic system for barrier
- Q. Can an automatic system for the barrier on St Giles Terrace be installed?
- A. **The St Giles barrier is a City asset of the Department of the Built Environment (DBE) – therefore the way forward for this would be as a project of the DBE in conjunction with the COL's consultation protocol for schemes in and around the Barbican Estate – consultation via the Barbican Association. However the DBE have confirmed that they have no budget available for this type of project.**
12. **Agenda Item 6 &7, Service Based Review & Car Park Charging - Page 33**
- Q. Where does commercial revenue for contractors working on Blake Tower & GSMD storage units get apportioned to?
- A. **The contractor's bays to the Car Park account and the storage units to the Baggage Store account**
- Q. How many car park spaces have been let to Heron/Roman House residents?
- A. **Heron – 183**
Roman House – 2

- Q.** Does the BEO plan to market to new occupiers of London Wall Place & 100 Aldersgate Street?
- A.** **The City's Planning Officers have advised that this would be contrary to Condition 7 of the Planning and Parking Policies within the Local Plan.**
- Q.** Has the option of file storage for neighbouring companies been considered?
- A.** **Contained within Option 4 of the Service Based Review Report.**
Will the BEO consider surveying residents to evaluate the interest in renting workroom facilities?
- A.** **Suggestions such as this have been collated from residents within the recent Baggage Store Survey. If necessary further surveys will be carried out.**
- Q** Can the original recommendation of the Car Parking Charging report of a 5% increase in charges be consulted on with residents on the basis of the potential shortfall in car park income and the implications of the potential reduction in staffing costs option?
- A.** **Contained within Option 5 of the Service Based Review Report. If BRC members would like officers to carry out further research/surveys then these can be progressed.**