

RCC Pre Committee Questions - 6 June 2016

1. Agenda item 6, SLA Quarterly Review - Customer Care, Supervision and Management - Page 19

Q. Can we have an indication of when the issue of establishing a suitable protocol for email handling will be considered by the working Party?

A. The Service Level Agreement Booklet will be reviewed this year and this review will follow the same process as the Home Improvement Pack as laid out in the June RCC update report ie. Officer review followed by SLA working party review followed by RCC Rep review with approval by the RCC. The review needs to be completed by March 2017. (The current KPI is 10 working days.)

2. Agenda Item 6 - SLA Quarterly Review - R&M - Page 22

Q. Are blocks with access to just one lift ie. staircase blocks such as Thomas More House given priority in terms of repairs? What are the response time KPIs from Guidelines over weekends and Bank Holidays? What are the procedures for both BEO and Guidelines with regard to lift trappings? Do Guidelines carry a good supply of spare parts?

A. The Comprehensive Service Contract with Guideline Lift Services Ltd covers all lifts and does not differentiate between 'staircase lifts' and 'corridor lifts'. Response times for breakdowns is within 2 hours and for entrapments within 30 minutes regardless of the time or day. The contract includes an extensive list of 'critical parts' which should be held on site at all times. Officers have held a recent meeting with Guidelines to review a number of issues and residents of the affected staircase in Thomas More House have been sent a letter to update them on the issues pertaining to that particular staircase.

3. Agenda item 6 - SLA Quarterly Review - Major Works - Page 23

Q. Frobisher Crescent. The House Group were advised that the drainage works were a three month works contract to be finished end-March 2016. Currently expected to be completed August - six months late! Is this delay due to poor BEO project management?

A. The completion date for the drainage works has slipped again into August as was outlined in the May update through the Barbican Estate Office email broadcast. This matter has been further discussed with

officers and this is entirely due to the manufacture and installation of the balcony doors. We are however hopeful that completion of the works will still be by the end of July and we will be putting further pressure on the window manufacturer to help achieve this. It has been reconfirmed that the remainder of the works will be completed in any event by the end of July as previously projected.

4. Agenda Item 7 - Baggage Store/Storage Space Utilisation - Page 31

Q. Can we have confirmation that the design of the new stores will be flexible enough to accommodate larger stores and workshops in response to the demand by residents for workshop facilities? Also will there be provision for small power?

A. This is an option currently being discussed with Planning Officers.

5. Agenda Item 7 - Baggage Store/Storage Space Utilisation - Page 31

Q. Consolidation Centre. How will the staff access and egress such a centre? Will welfare facilities be necessary and if so, where will they be provided?

A. These aspects are still to be discussed with the interested provider. Any proposals would be the subject of a planning application and consultations with residents.

6. Agenda Item 7 - Baggage Store/Storage Space Utilisation - Page 31

Q. Page 33 refers to an "Equality Impact Assessment - will any of the new stores be wheelchair accessible?

A. Yes there will be wheelchair accessible stores and allocation of these new stores will also take this into consideration.

7. Agenda Item 8 - Minutes of Gardens Advisory Group - Page 35

Q. Reference is made on pp. 40 and 43 to three more planters for Lauderdale Place and that these might be offered to residents. Can you confirm that it is also intended to replace (a) the small planter (half wooden tub type) that was removed from the entrance to Lauderdale Place next to the piloti supporting Defoe House, and (b) the small planter (log cabin type) that was removed from next to the buttress by the goods entrance to Lauderdale Tower, and if not, why not?

A. There is no plan to replace either of these planters at this time. Neither planter was in a suitable location for planting.

Q. As far as the main planters close to the balustrade overlooking Lambert Jones Mews are concerned, these will fall in the centre of the view for many visitors seeing the estate for the first time and therefore the best floral show should be put on, given the constraints. If you are considering residents to undertake this, is it because you will do a better job than the City of London's gardeners?

A. No. It was suggested by Resident members of the GAG as a discussion point knowing how much enjoyment has come from the allotment planters and the BHS planters. However after consideration this area is considered particularly problematic to garden (high winds etc.) and therefore they will be planted and maintained by Open Spaces. Please be aware that the BEO moved away from seasonal bedding plants 5/6 years ago. Doing this has saved substantial sums of money which have been put to use replacing the dilapidated wooden planters.