

Asset Maintenance Working Party Meeting
1st December 2016 630pm Lilac Room, Barbican Estate

| Attendee | Organisation |
|-------------------|--------------------------------------|
| Mike Saunders | Chair, CoL Housing Property Services |
| David Downing | CoL Housing Property Services |
| Shaunna McFarlane | CoL Housing Property Services |
| Michael Bennett | Barbican Estate Office |
| Sheila Delaney | Barbican Estate Office |
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| Henry Irwig | Resident |
| Robert Barker | Resident |
| Ted Reilly | Resident |
| Fiona Lean | Resident |
| Graham Wallace | Resident |
| Mike Greensmith | Resident |

Apologies from Randall Anderson & Richard Godber

Minutes

| Item | Key discussion & action points | Who |
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| 1 | <p>Introductions & welcome to new members.</p> <p>MS welcomed Henry Irwig & Mike Greensmith to the Asset Maintenance Working Party.</p> <p>SM also introduced as new Asset Monitoring Officer.</p> <p>Robin Gough has now left the Barbican; Richard Godber from Defoe House RTA will be joining the Party in his place for future meetings but has had to send his apologies this time.</p> | |
| 2 | <p>Review of Minutes from preceding meeting.</p> <p>Minutes were agreed with no changes</p> <p>MS confirms he has had quotations back from Savills in regards to doing condition surveys on the windows of the Barbican Estate and the HRA Estates.</p> <p>MS confirms they will only be gaining access to tenanted properties and not leasehold properties.</p> <p>MS confirms that the survey will contain details on which properties have single glazed windows and which have double glazed windows.</p> <p>MS confirms that a roof and balcony conditions survey is to be done by</p> | |

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| | <p>Langley's.</p> <p>MS confirms that the RCC will be updated in June with a full report.</p> <p>MS confirms that although the above surveys are specific to certain areas recommendations will be given if any other areas are a concern.</p> <p>GW states that the cost, allocation of cost and the ability to anticipate future expenditure are all of high importance to residents as they need to manage household budgets to address that expenditure.</p> | |
| 3 | <p>Keystone Asset Management Software</p> <p>DD starts with giving an overview of the Orchard System, a presentation on how the Orchard System interfaces with the Keystone System is then given to the Party.</p> <p>RB kindly volunteers his address to be used for demonstration purposes, DD brings up a repair and focuses on the ToE used, this repair was C5, Glazing External Common Parts, which is service chargeable.</p> <p>RB questions whether a property record can show whether a flat is a ground floor or top floor flat etc. DD confirms it cannot, SD advises that separate block plans which are used by both the Repairs Contact Centre and the Housing Officers have this information on it.</p> <p>DD confirms that repairs that are not specific to a property are raised to block external or internal common parts.</p> <p>MS confirms that 15% of jobs are checked to make sure works are satisfactory; however we do send out satisfaction surveys and encourage residents to call up and let us know how their repair went. MS also confirms that all repairs that are charged collectively to leaseholders are audited by the service charge team.</p> <p>DD advises that a pop up feature will be installed on Keystone in the near future, the pop will detail if a repair is still under warranty and which contractor needs to return to remedy the issue.</p> <p>MS confirms that both systems have audit trails so if any changes are made it is very easy to see who made them.</p> <p>DD confirms that if we wanted to do a search on specific repairs across the whole Barbican we can do so.</p> | |

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| | <p>TR queries the Self-service portals for residents reporting a repair; MS confirms it is being trialled on our HRA estate.</p> <p>RB queries as to whether a weekly/monthly check is done to see if a particular area is being repaired more than others MS confirms that this is done monthly in the budget monitoring meetings.</p> <p>HI advises it would be good to get a summary of estate wide repairs for a few Type Of Expense's (ToE)</p> <p>MS to provide this at next meeting. Top 3 expense types to be used.</p> | <p>MS</p> |
| <p>4</p> | <p>Repair Obligations</p> <p>Lease Agreement was circulated which stated what repairs the City were responsible for and what the leaseholders were responsible for.</p> <p>TR advises that the definition of common part is not entirely clear.</p> <p>A hand-out is also given out which details the BEO responsibilities.</p> <p>GW advises that he would like to speak to someone in regards to the lease as it is rather long and complicated.</p> <p>MB states that Alan Bennetts (Comptrollers and City Solicitor's) is the best person to speak to.</p> | |
| | <p>Updated Asset Maintenance Plan</p> <p>MS confirms all amendments suggested at the last meeting have been inputted on the spreadsheet.</p> <p>TR requests that the + signs are expanded so you can see the changes.</p> | <p>MS/DD</p> |
| <p>6</p> | <p>AOB</p> <p>TR questions the Garchey review and whether it is now cost effective to get rid of them.</p> <p>MS advises that there are still queries on how to get the data on how many Garcheys are still in Barbican properties.</p> | |
| | <p>Next Meetings:</p> <p>Proposed dates for 2017</p> | |

| Item | Key discussion & action points | Who |
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| | <p data-bbox="343 237 718 275">Monday 20th February 2017</p> <p data-bbox="343 315 638 353">Tuesday 9th May 2017</p> <p data-bbox="343 394 686 432">Tuesday 15th August 2017</p> <p data-bbox="343 472 718 510">Tuesday 7th November 2017</p> | |