



JUNE 2023

IS THE BEO FIT FOR PURPOSE?

No, according to Altair, a firm of independent management consultants, appointed by the City.

Why the review?

The Residents' Consultation Committee (RCC), through its various working parties, concerned with escalating service charges and decline in the level of service which residents received for those services, persuaded the City to commission a review of the Barbican Estate Office (BEO). The City, at their expense, commissioned Altair a firm of management consultants with wide experience, particularly in the housing sector, to carry out this review. Some of you, as residents, may have been involved in this process; Altair had one to one input from over 75 residents and another 175 responses to their questionnaire.

What did the review find?

As residents, we know that in the Estate Office and around the estate, there are many hard working diligent employees, who put the needs of residents first. However the Altair Survey found that

- There is no “customer first” culture.
- There is much duplication of work.
- There is excess capacity provided by agency staff.
- There is no proper process for managing repairs.
- Metwin are not properly managed and have no key performance indicators.

- Costs are not controlled.
- Car parks and Car park attendants' roles are badly designed and need to be reviewed to reflect current needs.
- There is no single point of contact responsible and accountable for services provided to residents and their costs.
- Repairs are managed by the City's housing department, not the head of the BEO

What is the RCC/BA role?

Although the Barbican Association (BA) and the RCC persuaded the City to initiate this project, this review and the implementation of its findings is a City project.

The published summary report has been pared back too far for it to be a good representation of the findings and proposals.

We are pushing for appropriately redacted copies of the 2 full reports to be published.

In addition we will ensure that the implementation of the recommendations is not kicked into the long grass which surrounds the Guildhall. We need to ensure that the role of the Property Services Manager includes all major projects identified in the Savills Report.

What did the review recommend?

The first set of recommendations will result in annual service charge savings of £350,000 with no reduction in service levels. There are many more savings identified.

- First, most important and urgent; Appoint a new head of the BEO (HBEO), with responsibility for managing all aspects of the estate, including all management of the fabric of the buildings.
- Remove excess cleaning capacity provided by agency staff.
- Recruit a Property Services Manager and restructure the way in which repairs are initiated, managed and cost-controlled.
- Create a pool of CPA/LP roles which can cover holidays sickness etc without using agency staff.
- Implement the City's performance management review system to ensure that staff are providing the services that residents deserve and pay for.
- Review the roles so that there is no duplication.

What can residents do?

Give your house group representatives your views and ask them to keep you up to date with progress. The City needs to see that all residents are engaged in this process. Join the BA, if you haven't done so already. See below.

SALVAGE STORE

For the past two years the Salvage store has operated on the basis of open access for all, holding monthly "Open Days" when any resident could visit and collect replacement fittings for their flat. In the past year we have handed out 360 original fittings such as sinks, taps, electric switches and sockets, doors, glass panels and ironmongery - and 190 original four inch wall and floor tiles

Sadly, this way of working is no longer viable. Most of the contractors working on the estate do not pass on the fittings that they remove during upgrading work - preferring, it seems, to either sell them to other contractors or send them to land-fill - so the stock in the Salvage store has now been depleted to the point where we can no longer provide an effective service.

The Barbican Estate is Grade II listed but this seems not to include the internal fittings. The Estate office Home Improvements Pack asks long-leaseholders to offer original fittings to the Salvage store when they are planning alterations, and instructs their contractor to deliver them - but neither the owners concerned nor the Barbican Estate Office seem to be able to make this happen. Unless something changes very soon the Salvage store will probably cease to exist when the current volunteers retire.

In the short-term the store will continue to supply original fittings to individual residents but there will be no more Open Days. If you need spare parts please enquire at barbicansalvage@gmail.com and if we have what you need we will make an appointment for you to collect from the store.

The Salvage Store Team

WE NEED YOU

More than ever, we need residents to lend a hand.

You can help us: help your House Group

The stronger your House Group, the more active we can be within the Barbican Association and Residents' Consultation Committee. Without new volunteers coming forward, we are in danger of losing momentum on the progress we have made with the BEO & City over the last year.

You can help us: add your voice and join the BA.



The more members we have as an RTA, the louder our voices are heard. For just £5 a year, you can have a voice in our community, a vote on major issues and access exclusive member events and discounts at local businesses. And don't

worry if you don't want to type the address as you can find us on Google too. <https://barbicanassociation.co.uk/membership/>

You can help us: join our emailing list so we can keep in touch.



GDPR dictates that we need you to sign up for our mailing list and provide contact details even if you join as a member. By signing up for our mailing list, you'll be the first to know about important updates and campaigns affecting the Barbican

Estate. It's also a great way to show your support for our mission and join others who share your passion for this unique and special place.

<https://mailchi.mp/barbicanassociation/off-site-ba-20230328>

BARBICAN QUARTER ACTION - IMPORTANT UPDATE

DEVELOPER INTEREST IN RETAINING THE FORMER MUSEUM OF LONDON AND BASTION HOUSE (THE LONDON WALL WEST SITE)



Aerial view of the Barbican Quarter

Chris Hayward, Policy Chairman of the City of London, confirmed at the City’s Question Time on 15 June, that, following the soft market test, there had been interest from developers in retaining and adapting the former Museum of London and Bastion House buildings.

He said that these were credible proposals and that the City would consider them seriously.

Mr Hayward further commented that, when assessing how to achieve best value for the site, public interest and benefit would be taken into account. When questioned, he confirmed that the City’s commitment to tackling climate change, its vision for *Destination City* and desire to listen to residents would form part of this assessment.

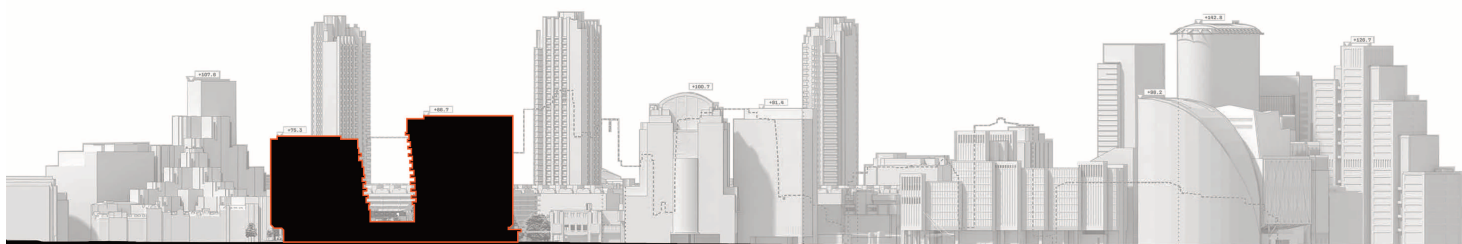


Bastion House and the Museum of London seen from Shakespeare Tower

Barbican Quarter Action is delighted to learn that developers have enthusiastically seized the opportunity to submit these proposals, despite the process being severely constrained. This surely demonstrates that there is an appetite for retaining these fine buildings, and that more proactive marketing might generate still more interest.

We also welcome Mr Hayward’s comments on assessing best value.

We hope the Investment Committee will now acknowledge the wide range of factors to be taken into account when considering the future of this exceptional site; a site, which should be assessed, not in isolation, but in the context of developments and opportunities in the wider Barbican and Smithfield area.



Diagrammatic section through of the proposed LWW scheme

Barbican Association Discount Scheme Participants

A list of organisations offering discounts or other incentives to Barbican Association members. **If you are not already a BA member, make sure you join the Barbican Association to qualify – for most of these just one visit will more than cover your annual BA membership subscription cost.**

Local businesses which wish to participate and offer a discount or other incentive to BA members should contact Helen Hudson, 07842 23 52 68 or barblifeedit@gmail.com for further information.



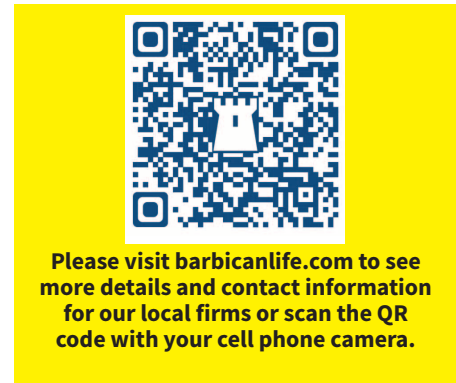
FOOD AND DRINK

Barbican Brasserie
 Barbican Kitchen
 Bengal Tiger
 Chiswell Street Dining Rooms
 Coq d'Argent Bank
 FARE Restaurant + Bar
 Fish Central
 German Gymnasium
 Fish Market restaurant
 The Jugged Hare
 Moshi Moshi Sushi
 New Street Grill
 Paternoster Chophouse

Pham Sushi
 Pho Vietnamese Cafe/Restaurant
 Stem and Glory
 Mayura Barbican - **NEW**
 Vecchio Parioli
 Wood Street Bar and Restaurant

HEALTH, BEAUTY AND WELLBEING

Barbican Dental
 Barbican Physio
 Barry's Bootcamp
 City Psychotherapy
 Counselling and Coaching
 Cranio-Sacral Therapy
 Health in the City
 London Eye Optique
 No74 Hair & Beauty
 Personal Training
 Psychotherapy City
 Roger Gracie Academy Moorgate -
 Brazilian Jiu Jitsu



LEARNING

Languages 2000

SALES AND SERVICES

Citi Clean
 Crispins Removals and Storage - **NEW**
 Mail Boxes Etc, Barbican
 Prince of Wales Dry Cleaners
 Urban Locker Self Storage

CULTURE

Charterhouse
 Ed Cross Gallery - **NEW**
 LSO Live
 Velorose Gallery

FURNISHING

Adams Blinds
 MILK Concept Boutique
 MyDreamKitchen

LEASE EXTENSIONS

Need More Information?

Barbican Life are planning a series of meetings (some in person, and some on Zoom) with solicitors in the coming months. Let us know if you are interested and we'll send you invites.
 Email: barblifeedit@gmail.com

If you have questions and don't enjoy Zoom or email, please contact us and we'll share what we know to get you started. Phone: 078 42 23 52 68 or drop in a note with your contact details to 15 Defoe House and we'll call you back.

Search on the Barbican Talk website for "SHARE YOUR LEASE EXTENSION EXPERIENCE" and see what other folks have done.

