

# RCC SCWP

## Minutes of the Meeting on Tuesday, 8 August 2023

<b>Members:</b>  (Chair) Sandra Jenner <a href="mailto:chairrcc@gmail.com">chairrcc@gmail.com</a> Adam Hogg <a href="mailto:chairbarbassociation@gmail.com">chairbarbassociation@gmail.com</a> Frederick Rodgers <a href="mailto:fredrodgers@me.com">fredrodgers@me.com</a> Helen Hudson <a href="mailto:helen@rttc.co.za">helen@rttc.co.za</a> Frits van Kempen <a href="mailto:frits.vankempen@icloud.com">frits.vankempen@icloud.com</a> Bernie Burrows <a href="mailto:bernieburrows@gmail.com">bernieburrows@gmail.com</a>  Sally Spensley <a href="mailto:s19@sally.spensley.uk">s19@sally.spensley.uk</a> (proxied by Ted Reilly)  Andy Hope <a href="mailto:ahope.mifpt2009@gmail.com">ahope.mifpt2009@gmail.com</a> (apologies)	<b>Comms:</b>  <b>Group email:</b> <a href="mailto:lscwp@googlegroups.com">lscwp@googlegroups.com</a>  <b>Group docs:</b> <a href="https://drive.google.com/drive/folders/1-UOv-ZJBgkDcctXYp92GDznBC--4TaTk?usp=sharing">https://drive.google.com/drive/folders/1-UOv-ZJBgkDcctXYp92GDznBC--4TaTk?usp=sharing</a>
<b>Officers :</b>  Jason Hayes <a href="mailto:Jason.Hayes@cityoflondon.gov.uk">Jason.Hayes@cityoflondon.gov.uk</a> Anne Mason <a href="mailto:Anne.Mason@cityoflondon.gov.uk">Anne.Mason@cityoflondon.gov.uk</a> Rosalind Ugwu <a href="mailto:Rosalind.Ugwu@cityoflondon.gov.uk">Rosalind.Ugwu@cityoflondon.gov.uk</a> Paul Murtagh <a href="mailto:Paul.Murtagh@cityoflondon.gov.uk">Paul.Murtagh@cityoflondon.gov.uk</a> Gerri Scott <a href="mailto:Gerri.Scott@cityoflondon.gov.uk">Gerri.Scott@cityoflondon.gov.uk</a>  Mike Saunders <a href="mailto:mike.saunders@cityoflondon.gov.uk">mike.saunders@cityoflondon.gov.uk</a> (apologies)	<b>Agenda Papers:</b>  None

## Pre-Agenda

Sandra introduced Gerri (reporting to Judith) looking at whole of housing for the City specifically interested in Barbican service charges.

## Outstanding Deliverables from Previous Meetings (with updates)

From	Who	What is outstanding	Action	ETA
7/3/2023	Paul Murtaugh	Spreadsheet of information on window works status so far and pending.	Paul	???
21/3/2023a	Anne Mason	AM to recirculate the methodology used to allocate the Central Recharges. (Generic description provided but AM to provide further info to explain the actual charges. AM/SJ to liaise as necessary.) Further info has not been provided but expect that Gerri's deep dive will look at this.	Gerri	???
21/3/2023a	Mike Saunders	MS confirmed that a second survey was being commissioned to review the condition of the topmost, exposed windows which would be completed in April. SCWP waiting for copies of all the surveys. SCWP now expects 3 surveys: K&M / 1 <sup>st</sup> (which didn't cover the exposed windows) / 2 <sup>nd</sup> (correction survey which ONLY covered the exposed windows). Sandra re-requested from Paul during this meeting.	Mike	???
21/3/2023	Paul Murtaugh	PM agree that "windows repaired" should also be included in the report provided to HH.	Paul	???

From	Who	What is outstanding	Action	ETA
		SCWP waiting for the windows status spreadsheet.		
27/4/2023	Paul Murtaugh	PM agreed to review the allocation methodology to reflect the proportion of time when staff are not working on the Barbican Estate therefore the time/cost is not service chargeable. SCWP waiting for the results.	Paul	???
10/7/2023	Paul Murtaugh	Are the 10-year guarantees on the Pembroke & Bull repairs insurance backed? Jason will pick this up.	Jason	???
24/7/2023	Rosalind Uguw	Planters left in the Beech St tunnel and taken by residents will not end up on the service charges.	Paul	???
3/8/2023	Paul Murtaugh	What % of repairs have order variations?	Paul	???
3/8/2023	Paul Murtaugh	Why were 2 window sets (one repair, one replacement) in John Trundle painted opaque dark brown?	Paul	???
3/8/2023	Paul Murtaugh	PM will arrange a meeting with SCWP and the planners to discuss that and see if we can get a letter out from the City to ask Historic England about listed building consent for a change of material. Jason would also like to be invited to that meeting, please, Paul. Also the Climate Action City team, too.	Paul	???

## New Deliverables from this Meeting

From	Who	Deliverable	Action	ETA
8/8/2023	Jason Hayes	JH will send the surveys and the project of works for windows to the SCWP.	Jason	???
8/8/2023	Gerri Scott	GS will create the letter (to go out to residents to accompany the service charge outturn 2022-23) for the SCWP to review.	Gerri	???
8/8/2023	Jason Hayes	JH will arrange a visit for the SCWP to go and see Crescent House's window frame project. Perhaps also the Asset Maintenance Working Party, too, Jason?	Jason	???
8/8/2023	Jason Hayes	Is the painting of the John Trundle frames dark brown consistent with planning regulations?	Jason	???
8/8/2023	Paul Murtaugh	Sandra requested that the 2 long years on unresolved electricity billing problems needs to be put to bed. Paul will raise the proposal with the City to write off any remaining undercharging and correct overcharging before the outturn adjustment service charge accounts are finalised.	Paul	???
8/8/2023	Paul Murtaugh	Adam suggested that the BEO get a City auditor in to review the electricity recons. Paul will look into that possibility for the SCWP.	Paul	???
8/8/2023	Anne Mason	Anne will bring Ted up to date and then come back with a summary spreadsheet on energy. The reports per block which Anne has drafts for will be sent out to SCWP after the meeting with Ted.	Anne	???
8/8/2023	Anne Mason	SCWP is also expecting a report on the outstanding energy usage and charges reconciliation for 21/22 and 22/23 from Anne.	Anne	???
8/8/2023	Anne Mason	Layout of table to produce for sending out re outturns – Anne wants to get them out to SCWP by end of today/tomorrow.	Anne	10/8/2023

From	Who	What is outstanding	Action	ETA
8/8/2023	Jason Hayes	Jason is hoping to have ETAs on the window replacement project next week.	Jason	19/8/2023
8/8/2023	Paul Murtaugh	Paul will share with the SCWP the listing of windows to be replaced.	Paul	???
8/8/2023	Paul Murtaugh	PM will confirm what's the warranty on a balcony waterproofing?	Paul	???
8/8/2023	Paul Murtaugh	PM will confirm what's the warranty on a barrel roof waterproofing?	Paul	???
8/8/2023	Paul Murtaugh	Paul will take this away [repair trends] and plan a new programme of works based on trends happening now.	Paul	???
8/8/2023	Jason Hayes	Philippe Greaves <a href="mailto:Philippe.Greaves@cityoflondon.gov.uk">Philippe.Greaves@cityoflondon.gov.uk</a> is back from annual leave and Jason will follow up with him about outstanding issues and report back to the SCWP on the issues and status per block.	Jason	???
8/8/2023	Paul Murtaugh	Emails will be sent out next week to the residents on the retender working group. Ted asked that the rates also be circulated to the SCWP.	Paul	19/8/2023
8/8/2023	Paul Murtaugh	Paul will start the process of market testing for the retendering project shortly and report back to the SCWP on progress.	Paul	???

## Minutes from the Agenda (with deliverables)

#	Agenda Item
	<p><b>Review outstanding deliverables from previous meetings:</b></p> <p>(a) Jason confirmed that glazing improvements would be looked at as part of the Savills programme of works.</p> <p>(b) Adam suggested that we park the discussion on windows but that a separate "windows only" meeting should be organised at the right time by Jason.</p>
1	<p><b>Energy – Anne M</b></p> <p>Some blocks have under readings and some low readings and some of these will be written off. Revised Jan-Mar 21-22 for Gilbert received in Sep 22 means additional cost for them on the adjustment bill coming.</p> <p>This year – EOY 22-23 – Feb Mar... partial March excess capacity has been duplicated on the billing from the City to the Estate and so Anne isn't including those charges on the service charge. e.g. Lauderdale 6k excess. Shakespeare 16K.</p> <p>Speed is a big problem still – (bills 22-23 look ok) winter 21-22 still based on estimates - very high bills - should come down by ~40K - may have to look again because winter is estimated.</p> <p>Sandra reminded the meeting that the Energy group had said that Speed house was sorted out and reconciled ready for adjustment payments.</p> <p>Sandra asked and Anne confirmed that the most inhibiting factor is getting the bills accurately. Yesterday Anne received excess capacity bills for a period when the electricity wasn't on.</p> <p>Sandra asked if incorrect and/or late bills are not a breach of contract.</p> <p>Anne confirmed that Energy team have raised a formal complaint and with the energy regulator.</p> <p>Anne's time is billed to City on this recon work and does not get put onto the service charges.</p> <p>Sandra requested that the 2 long years on unresolved electricity billing problems needs to be put to bed. <b>Paul will raise the proposal with the City to write off any remaining undercharging and correct overcharging before the outturn adjustment service charge accounts are finalised.</b></p> <p>Anne circulated a summary table but it wasn't complete so it was not distributed to everyone.</p> <p>Paying 3.9m for heating this year.</p>

	<p>Estate-wide estimate (from the start of 22-23) for comparison not available quickly while we were discussing but Mountjoy will be 30% over the estimate. Speed and Willoughby still have major issues in their recons.</p> <p>Adam suggested that the BEO get a City auditor in to review the electricity recons. <b>Paul will look into that possibility for the SCWP.</b></p> <p>Paul Murtaugh confirmed that he is the budget holder for energy.</p> <p><b>Anne will bring Ted up to date and then come back with a summary spreadsheet on energy. The reports per block which Anne has drafts for will be sent out to SCWP after the meeting with Ted.</b></p> <p><b>SCWP is also expecting a report on the outstanding energy usage and charges reconciliation for 21/22 and 22/23 from Anne.</b></p>
2	<p><b>Outturn – Anne M</b> Increases are for repairs and energy. 14% increase since last year ~2.75m more than estimated (Anne will get back with that) (1.5m and 300k for over budget for the 2 electricity line items – heating and common parts)</p> <p><b>Layout of table to produce for sending out – Anne wants to get them out to SCWP by end of 8<sup>th</sup> or 9<sup>th</sup> August.</b></p>
3	<p><b>Window frames repair/replacement project – Mike S (Paul M standing in)</b> Paul explained that Property Services now have a final list of windows which need to be replaced based on the 2 surveys and the feedback from K&amp;M as they did the decorating. This final list has not been circulated but to summarise: 2 need replacing urgently – either by Metwins ad-hoc or Property Services will get more quotes 9 need replacing before the end of 2023 – this will be a mini tender if the charge per flat is over £250. ~30 more need replacing but not urgently or before the end of 2023 – this is the main tender project – will need to go through the City’s gateway procedure – can be shortened if urgent – <b>Jason is hoping to have ETAs on the window replacement project next week.</b> Roughly expect 2-3 months on tenders and 6 months before the work starts.</p> <p>Sandra reminded the meeting that this was promised in June 2 years ago.</p> <p><b>Paul will share with the SCWP the listing of windows to be replaced.</b></p> <p>1.7m estimate for the 2 – 9 - ~30 to be replaced.</p> <p>Fred asked how the maintenance was being organised for the windows to be replaced. Jason will take this offline with Fred but he is hoping to make it a part of the contract that subcontractors will do annual maintenance as part of the deal.</p> <p>Historically, Jason confirmed that exposed windows have had 2 coats of varnish and other windows only have 1 coat of varnish.</p> <p>Helen asked about the damage that K&amp;M did to the windows by digging out chunks to do the surveys while decorating. Paul confirmed that these holes will need to be repaired urgently under a programme of works before winter this year. This programme will fall under Jason’s team.</p> <p><b>Sandra asked for the surveys so far from Paul.</b> Adam stressed the lack of proper maintenance has left us where we are now.</p>
4	<p><b>Water penetration (including balconies) – Mike S (Paul M standing in)</b> This service charge element includes balconies and quite a few barrel vaulted roofs too. Jason – has draft 5 year programme – projects which need to be re-prioritised will be brought forward.</p>

	<p>PM will confirm what's the warranty on a balcony waterproofing? PM will confirm what's the warranty on a barrel roof waterproofing?</p> <p>The group discussed how little monitoring seems to be done in looking at trends in repairs, in order to proactively maintain rather than treat the symptoms of breakdown. Paul confirmed that currently Property Services do not look at patterns and trends (in any repairs – not just waterproofing) required across blocks and the estate to proactively maintain the estate. <b>Paul will take this away and plan a new programme of works based on trends happening now.</b></p> <p>Sandra reminded the meeting that the lack of proper maintenance has left us where we are now. Adam reminded the meeting that the Savills report is the starting point, albeit too late. Randall Anderson suggested this survey over 10 years ago.</p>
5	<p><b>Redecoration programme – Jason H</b></p> <p>Projects teams is now monitoring work to make sure that it meets expected standard. Wasn't being met before they started monitoring more closely. New clerk of works going over old ground making sure workmanship is meeting expectations. Philippe Greaves <a href="mailto:Philippe.Greaves@cityoflondon.gov.uk">Philippe.Greaves@cityoflondon.gov.uk</a> is back from annual leave and Jason will follow up with him about outstanding issues and report back to the SCWP. Jason will do personal inspections today. Adam and Ted reminded the meeting that Shakespeare's redecorating project had a specification fault which saved the tower over £100,000 but it took a resident to investigate and find this out.</p> <p>Ted reminded the meeting that residents paid a 25% premium for the supplier selected by the City - K&amp;M.</p> <p>Fred pointed out that the work is shocking with painters coming to fix problems and then leaving it worse than before (and painting plants into the bargain because they are doing it so quickly and shoddily).</p> <p>Jason confirmed that K&amp;M risk losing the contract if it's not beneficial to residents for it to continue.</p> <p>Paul recalls the customer satisfaction from previous works done by K&amp;M was high.</p> <p>Several blocks (including Willoughby/Gilbert/Speed/Defoe/Trundle) very unhappy with decorating – Jason has them on his list and will follow up with Phipippe.</p>
6	<p><b>AOB</b></p> <p><u>Repairs + Maintenance Tender</u></p> <p>Ted reminded the meeting that the repairs re-contract is coming up soon and the SCWP hasn't had any news or involvement so far. Paul – time frame is extremely tight - meeting yesterday - legal team says they can make the schedule. Quantity Surveyor needs to come in and look at schedule of rates - might end up extending with Metwin a few months. Mike is not available and so Michael Gwyther-Jones <a href="mailto:Michael.Gwyther-Jones@cityoflondon.gov.uk">Michael.Gwyther-Jones@cityoflondon.gov.uk</a> is leading the retendering project. <b>Emails will be sent out next week to the residents on the retender working group. Ted asked that the rates also be circulated to the SCWP.</b> Paul confirmed, when asked by Sandra – the retendering project will also look at insourcing options too. <b>Paul will start the process of market testing for the retendering project shortly and report back to the SCWP on progress.</b></p>