

Heading	Issue	Committee chasing	From	What is outstanding	Action	Expected Delivery
AUDITS	SERVICE CHARGE ANALYSIS	SCWP	21/03/2023	No-one has been able to provide information on how the service charge pays for certain central City charges "central recharges". GS and DL will look into this as part of the service charge review but, (Pam) can we at least have a breakdown of what the overhead chages were for 22-23 broken down?	GS / DL / Pam	Outstanding
CONTRACTS	METWIN CONTRACT	SCWP	03/08/2023	According to the Metwin contract, a Valuation Report – including paperwork on costs and before and after photos - should be presented to Property Services before payment is authorised. Metwin and Property Services are in breach of the contract through non-compliance. Likewise, there seem to be a large % of orders which are tweaked to increase the scope – these are called Order Variations – no audit trail on order variations – no paperwork to prove authorisation. What % of repairs have order variations? (8/11/2023) Separate meeting to discuss with Pam.	Pam	Outstanding
CONTRACTS	METWIN CONTRACT	SCWP	08/11/2023	The shortcomings in the supervision and performance of Metwin were to be discussed at a separate meeting.	Pam / Sandra	Outstanding
CONTRACTS	WINDOW CLEANING CONTRACT	SLAWP	09/11/2023	The new schedule of costs per block will be made available as soon as it is finalised.	Steve	Outstanding
FINANCES	MANAGEMENT RECHARGES	SCWP	08/08/2023	Service charge tables produced throughout the year with variances would always show the ORIGINAL estimates and not the adjusted ones.	Anne	Outstanding
FINANCES	BUDGETING PROCESS	SCWP	08/11/2023	Could the budgetting process be reviewed in order to obtain more accurate information for lessees.	Pam	Outstanding
FINANCES	SERVICE CHARGE REPORTS	SCWP	08/08/2023	The service charge/financial tables presented at meetings need to be the same as the ones shared with residents and working parties so figures can be compared more easily.	Pam	Outstanding
MAJOR PROJECTS	WINDOWS	SCWP	10/07/2023	Jason will confirm if the 10-year guarantees on the Pembroke & Bull window repairs insurance backed?	Jason	Outstanding
MAJOR PROJECTS	WINDOWS	SCWP	08/08/2023	Jason will get the K+M window survey report to the SCWP.	Jason	Outstanding
MAJOR PROJECTS	WINDOWS	SCWP	08/11/2023	Jaon will feedback on the due diligence on RIB and Pembroke & Bull, to determine if the companies can undertake window replacement work in the future.	Jason	Outstanding
MAJOR PROJECTS	WINDOWS	SCWP	08/11/2023	Jason will report back on the new treatments for window frames instead of varnish and whether they had been approved by planning.	Jason	Ongoing
MAJOR PROJECTS	WINDOWS	SCWP	21/03/2023	SCWP have received the list of windows replaced so far and ones in the pipeline. SCWP just need the list of the windows al;ready REPAIRED, too.	Pam	Outstanding

MAJOR PROJECTS	WINDOWS	SCWP	08/11/2023	Deferred payment scheme for the cost of window replacements - is this a possibility?	Pam	Outstanding
MAJOR PROJECTS	WINDOWS	SCWP	08/11/2023	Re the seven windows needing urgent attention, JH reported that contractors TRC had quoted for the repair, without using resin, of the one in the worst condition – in JTC - for £13,000. BRE was to confirm whether or not repair would be an acceptable solution for airtightness.	Jason / BRE	Outstanding
MAJOR PROJECTS	5-Yr ASSET MANAGEMENT PROGRAMME	SCWP	08/11/2023	Terms of Reference for the board are being prepared.	Pam	Outstanding
REPAIR STATS	FLAT NUMBERS ON REPORTS	SCWP	21/03/2023	Can the SCWP get authority, perhaps with an NDA, to view flat numbers on repair stats? SJ followed up with PW who is investigating	Ros/Pam	Outstanding
REPAIRS & MAINTENANCE	WATERPROOFING	SCWP	08/08/2023	What's the warranty on a balcony waterproofing?	Pam	Outstanding
REPAIRS & MAINTENANCE	WATERPROOFING	SCWP	08/08/2023	What's the warranty on a barrel roof waterproofing?	Pam	Outstanding
REPAIRS & MAINTENANCE	REPAIR TRENDS	SCWP	08/08/2023	We need to look at repair trends and consider new programmes of work based on trends happening now. (8/11/2023) Problem with trending because Civica fails. Pam is calling in assistance to help with Civica.	Pam	Outstanding
REPAIRS & MAINTENANCE	WATERPROOFING	SCWP	08/11/2023	Currently there are around 50 individual problems on balconies. The HSE requirement to stop hot pouring was a problem as cold pouring had to be tested. PW proposed engaging a specialist consultant to survey the leaks. It may be necessary to source building plans which Arrup hold but charge for. The Barbican archive may be a source.	Pam / Ros	Outstanding
AUDITS	ELECTRICITY	SCWP	14/12/2023	Underfloor heating charges were still not reconciled for 21/22 and 22/23 and there are still issues with late invoices, adjustments etc Ann Mason agreed to set up a meeting with Sally, Pam and Graham Lowe/ the energy team to resolve the problems of disconnect between the Energy Group and BEO finance. The meeting needs to decide the steps to be taken to move this long outstanding issue to resolution.	Anne	Outstanding
FINANCES	BUGETING PROCESS	SCWP	14/12/2023	A timetable with milestones to be produced for the service charge budget for 24/25 AM	Anne	Outstanding
FINANCES	BUGETING PROCESS	SCWP	14/12/2023	Pam Wharfe suggested that she should meet alone with her team to discuss how best information could be provided to the WP in future. In particular to include 6 month actuals and forecast outturn for current year, 23/24. Another SCWP meeting to be arranged to cover service charge issues no covered on 14/12	Pam	Outstanding
GENERAL	SERVICE CHARGE REPORTS	SCWP	14/12/2023	Pam to review outstanding items from previous meeting and revert with updates.	Pam	Outstanding
AUDITS	SERVICE CHARGE ANALYSIS	SCWP	14/12/2023	The external auditors should provide a detailed explanation of how the city recharges are applied to the service charge as part of their audit brief. SS.	GS / DL / Pam	Outstanding