

# **Barbican Estate Office**



## **Residents' Information Pack**

**Online Version**

Dear Barbican Resident

This booklet is a guide to help residents enjoy their flats and to make them aware of some other aspects of living on the Barbican Estate and the facilities that are available.

This booklet is set out in A-Z format and should be read in conjunction with the Service Level Agreements booklet, which sets out the agreed delivery standards of the Barbican Estate Office for residents and your long lease or tenancy agreement (as appropriate).

Separate lists of useful contacts and standard charges are enclosed, but as these change over time new lists will be provided periodically.

NB Although the City of London Corporation ("CoL") has taken care over what is said in this Residents' Information Pack ("Pack") it has not attempted to give exhaustive statements of law or any opinions on specific legal issues or on any matter dealt with in the Pack. This Pack does not provide nor offer legal or other professional advice, nor should it be treated as doing so. You should not rely on it as legal advice. The CoL does not accept liability for any person who does seek to rely on information given in this pack as legal or other advice. This pack does not take precedence over, limit or waive in any way the terms of any long lease, tenancy agreement or other legal agreement relating in any way to the Barbican Estate. The contents of this Pack are believed to be up to date at time of publication, but some of the information will be subject to change over time.

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## **Mission Statement**

The aim of the Barbican Estate Office is to maintain the Barbican Estate as a prestigious residential district within the City of London through effective management and efficient service delivery.

### **The Barbican Estate Office and its services to residents**

All services to residents are delivered through a dedicated management organisation, the Barbican Estate Office (BEO), which has a dual role - as client for the commissioning of services and as first point of contact for residents for the services it provides and for customer care.

The Barbican Residential Committee (BRC) is the Committee of the City of London Corporation that determines policy on the Barbican Estate. The Residents' Consultation Committee (RCC) with representatives from both the City of London (CoL) and the residents is the main formal channel of communication between the landlord and residents. Residents of the Barbican Estate who are represented are either long lessees or tenants who rent their property from the CoL on a short term basis.

The BEO is a division of the Community & Children's Services Department of the CoL. It is assisted in the delivery of services by the Technical Services Division (TSD), the Department of Open Spaces and by other departments of the CoL with whom internal service level agreements (SLAs) apply. Services are delivered by directly employed staff and by specialist contractors employed in conformity with the CoL's procurement regulations.

The services are covered by SLAs and are charged for in accordance with statute and terms set out in the lease for each property.

The five service areas are:

- Customer Care, Supervision and Management
- Estate Management
- Property Maintenance
- Major Works
- Open Spaces

# 1 Alterations

## 1 (a) General

- Long Lessees must obtain Landlord's consent via the BEO before carrying out any of the following:
  - Structural alterations or additions
  - Alterations to the kitchen
  - Alterations to bathroom or toilet
  - Fixings to walls and floors that may result in damage. Please note that fixings which penetrate the floors are prohibited – see **Background Heating** section.

Please refer to your long lease for the precise terms relating to alterations and additions. A written application must be made by the long lessee, as applications received from contractors will not be accepted.

In order that submissions for consent for alterations may be processed, certain key information is required:

- Full address of the flat
- Name of person(s) proposing the works
- Sufficient detail including dimensions, in a sketched floor plan to enable the location of the works within the flat/block to be determined
- Before/after (existing/proposed) sketches giving details of major changes and as much outline details of proposed equipment/installations as is readily available (manufacturers' brochures can sometimes be of use)
- Anticipated commencement and completion dates to enable inspections to take place either during progress or after completion.

After all necessary consents have been received please ensure that:

- All works are carried out during the normal working week i.e. between **09.00 and 17.00**, Monday to Friday. Ensure that noisy works such as drilling, are further restricted to between **10.00 and 16.00** and please recommend that your contractors refrain from noisy work between **12.00 and 14.00**.

- Contractors clear all debris and rubbish away from the Barbican Estate on a daily basis. Skips are not permitted upon the Estate unless prior permission has been granted by the BEO. Permission will be granted for a limited period of up to 1 day between **10.00 and 16.00**
- Contractors use lift curtains when using the lift to transport equipment or furniture, in order to prevent scratching and damage to the lift doors and interior. Lift curtains are available from your Car Park Attendant or Lobby Porter.
- Contractors take care when moving equipment or furniture within the lifts and stairs, to prevent damage being caused to paintwork. The cost of repairing any damage will be recharged to the resident responsible for the works as it is their responsibility to ensure that their contractors are aware of procedures.
- Your neighbours are advised that you intend carrying out works.

The above list of requirements is not exhaustive. A copy of the full current requirements for works can be supplied by the BEO on request.

Please note that the requirements relating to the carrying out of works are applicable to all works, not just those specifically requiring the consent of the BEO.

A failure to obtain CoL permission is a breach of the Lease. This may cause delay in the sale of a property when a purchaser identifies works that have been carried out without the necessary consents. Retrospective approval incurs a charge.

## **1 (b) Listed Building Guidelines**

The Barbican Estate was listed at Grade 2 in September 2001. This affects the interiors of the flats as well as the exterior. Decisions about listed building consent are delegated to the CoL's Planning Department.



If alterations are extensive or major in nature, it is possible that Building Regulations Approval, and/or Listed Building Consent will be required.

A booklet outlining the Listed Building Management Guidelines has been produced to help residents to determine whether listed building consent will be required, and if so whether it is likely to be granted.

This is available for viewing at the BEO during office hours (08.30 to 17.00). The Guidelines make it clear that kitchens and bathrooms may be replaced (including the original fittings). However, in many cases the old units and fittings can be re-used. See **Salvage Store** section for further information.

Where Listed Building Consent is required this will necessitate the preparation of scaled drawings of the works. A decision on the application normally takes 6 to 8 weeks. The Planning Department can give free advice and assistance in completing the forms which can be obtained from the Department of Planning & Transportation or downloaded from their website. See **contact list** for details.

## 2 Background Heating

- Under-floor background heating is supplied by off-peak reduced tariff electricity using electric cables installed in the floors.
- The CoL, in its role as Landlord, will provide, in so far as is practicable, electric under-floor heating during the “heating season” which runs from 1 October to 30 April, but some flexibility is allowed in exceptional weather conditions.
- The system is designed to provide heating to 15.6<sup>0</sup>C/60<sup>0</sup>F where external temperatures are down to 1.7<sup>0</sup>C/35<sup>0</sup>F. If external temperatures fall below this level the target internal temperature may not be reached.
- Energy inputs need to be consistent to maintain the efficiency of the system. There is a standard 9-hour off-peak charge period, which is augmented with a further 4-hour charge at off-peak rates, as required.

- The permanent window vents are essential and to prevent condensation must not be blocked.
- Residents do not have individual control over the level of background heating in their flats. In order to achieve individual levels of comfort, controls known as 'trimmers' have been installed to adjust heating levels and some extra heating has been provided with storage heaters where minimum levels of heating could not be reached.
- In order to achieve comfortable temperatures it may be necessary for residents to supply additional top-up heating by means of their own appliances.
- Should there appear to be any failure in the system this should be reported at once to the Repairs Reporting Line during office hours only. Out of office hours contact your Car Park Attendant or Lobby Porter who will contact the Duty Manager for you.
- Residents must on no account make any fixings which involve penetration of the floors as damage could result to the electrical cables in the floor screed. If you intend to fit a new carpet, the fitter should be informed that under-floor heating is installed so that suitable underlay can be supplied.

### **3 'Barbicanews'**

This is published by the BEO every 6 months and covers news which may affect residents. Regular features include the 'Good Neighbour Guide' and updates from House Officers, the RCC and the Ward Police Officers.

A schedule covering the next 8 weeks' window cleaning is also published together with an updated contact list for the department. The latest version together with an archive of back issues can be found on the BEO website.

### **4 Birdlife**

Most residents welcome the annual arrival of the ducklings but in some cases nests are constructed in areas which give residents concern and cause problems for the ducklings on leaving the nest.

The BEO has to comply with the Wildlife and Countryside Act 1981 and nests and eggs may only be removed (for very specific reasons) between certain dates and/or under a special or general licence (depending on the bird species) issued by DEFRA (Department for Environment, Food and Rural Affairs).

Residents can assist by telephoning the BEO at first signs of Feral Pigeons nesting on their balconies. Effective management controls have kept the Feral Pigeon numbers low which in turn keeps maintenance costs down.

To assist in the control of pigeons and seagulls **do not feed the birds on the lawns or in the lakes, and especially not from your balcony.**

Herring Gulls nesting on high buildings can sometimes cause a problem when the adult birds protect their nests. Providing that it can be established that the Herring Gulls are causing a health and safety hazard by their behaviour (and not just a nuisance) then eggs/nests can be destroyed under a General licence from DEFRA.

Contractors visit weekly to control pigeon nesting and use a Harris Hawk to control pigeon numbers.

## **5 Car Parking**

The Barbican has over one thousand seven hundred car parking bays. Parking must be authorised by the Car Park Attendants who are based in boxes adjacent to the entrance to each car park.

- You can rent a bay from the BEO which will be invoiced quarterly. An administration fee is payable at the commencement of each licence and the licence can be terminated by either party giving to the other 3 months' written notice. See **Standard Charges** section for the current licence fee and administration fee.

- Note that the licence fee is subject to increase by the CoL on giving three months' notice in writing.
- Provided your subtenancy is formally registered you can sign for a licence for the benefit of your subtenant and you will thereafter be responsible for all charges. Alternatively your subtenant can enter into the agreement directly with the BEO.
- A registered subtenant can rent a car bay but must pay the car parking fee in advance and pay an administration fee. The licence can be for a fixed term of 3, 6, 9 or 12 months, but an administration fee will be payable every time it is renewed. See **Standard Charges section** for the current licence fee and administration fee.
- A long lessee can purchase the right to use a car parking space, but a space cannot be specifically demised in case, for example, access is required for works by the BEO. If the BEO considers it necessary, a substitute car parking space may be allocated at the BEO's discretion. In practice, however, residents are rarely moved from their designated bay. The initial cost payable comprises a premium and a legal fee (see **Standard Charges Sheet** for details). A purchased bay incurs a service charge which will be invoiced on a quarterly basis.
- Casual daily parking is available for residents and their visitors. Parking is free for any stay of up to 5 hours within a twenty four hour period, but any stay over 5 hours will incur a daily charge. Please contact your Car Park Attendant if you require this facility because some car parks only have a limited number of visitor bays.
- As the Barbican Estate car parks are private property any vehicles that are not authorised to park will be clamped. A release fee of £35.00 is charged to release the clamp.
- Barbican Estate Windscreen Decals (Barbican logo window transfers) are available for all Barbican Estate car park licensees. This is to assist Car Park Attendants when identifying residents. These are available from your Car Park Box, one per registered car. Place the decal on the car's windscreen in a location that will be most visible for your attendant on entry to the car park.

- If you have purchased an agreement to use a car bay you can either sell it to the new purchaser of your flat, any other long lessee who does not already have a car parking agreement (subject to the consent of the BEO in accordance with the terms of the agreement) or sell it back to the CoL in accordance with the formula in the agreement. Note that the CoL will not pay any consideration to buy back a car park agreement which has been terminated due to a breach of the terms of the agreement.

## **6 Common Parts and Balconies**

Common parts include lift lobbies, corridors and staircases. These areas should be kept clear at all times and they should not be used for storage. Bicycles should be stored in the bike cages or secure storage located in the car parks.

Although any balconies adjacent to your flat may form part of your demise, residents should be considerate to their neighbours. Balconies must not be obstructed as they serve as fire escape routes and are subject to formal rights of escape in case of emergency as set out in each long lease.

It is prohibited under the terms of the lease to hang washing on your balcony.

## **7 Complaints and Disputes Resolution Panel**

If you are dissatisfied about the standard of service, actions or lack of action by the BEO or its staff, we have a formal complaints / disputes procedure. Please note that this procedure is not intended for cases where the CoL has taken a decision in a proper manner but with which you disagree or where you wish to complain about other persons or organisations – unless they are working for the CoL.

The first step is to contact the BEO. You can do this by visiting, telephoning or writing. Some complaints can be sorted out on the spot but if this is not possible your complaint will be acknowledged and investigated immediately. The officer concerned will provide a written reply or progress report within two weeks.

## The Disputes Resolution Procedure

- **Initial complaint** – The initial complaint procedure (above) is not part of the formal disputes resolution procedure.

### FORMAL PROCEDURE

- **STAGE 1** - If the initial complaint cannot be resolved, the resident may make a formal complaint in writing to the Director of Community and Children's Services.
- The time limit for the initial acknowledgement will be five working days from receipt of the complaint. The Director will write to the resident registering the complaint and advising of the expected date of the full reply.
- The complaint will be investigated within 28 days from date of receipt. The Director will write with a full response (or if appropriate a progress report) to the resident by the end of that period. In complicated cases it may be necessary for this period to be extended one or more times but the resident must be kept informed of progress and the reasons for non-completion in writing at periods of not more than 28 days.
- The Director may:
  - (a) find the complaint to be justified
  - (b) dismiss the complaint.
- If the Director finds the complaint to be justified, they may, at their discretion, if appropriate, award compensation.
- The Director will confirm their decision in writing to the resident and also advise them of the right to proceed to Stage 2 if they are dissatisfied with the decision. This will be by letter to :

The Town Clerk & Chief Executive  
City of London  
PO Box 270 Guildhall

## LONDON EC2P 2EJ

**STAGE 2** – This will be the final stage within the CoL procedure and will be administered by the Town Clerk & Chief Executive. The time limit for acknowledgement of the dispute will be five working days.

- The Town Clerk & Chief Executive will set up a Dispute Resolution Panel (Panel) within 28 days of receipt of the dispute.
- The Panel will comprise the Chairman or Deputy Chairman of the BRC, (or, if neither of these is available, another non-resident Member of the Committee), the Chairman or Vice Chairman of the RCC (or, if neither of these is available, another Member of the RCC), and a Chief Officer who is not directly involved with the Barbican Estate. The representative from the RCC should not live in the same block as the complainant nor should they be seen to possibly benefit in any way from the decision of the Panel. An officer of the Town Clerk's department will act as secretary and adviser to the Panel.
- The Chairman or Deputy Chairman of the BRC will normally chair the meeting as an elected representative of the CoL.
- If any of the panel has been involved in any way with events connected with the complaint, they must not hear the case.
- Sufficient notice of the meeting must be given to all parties in writing, giving details of time, place and membership of the Panel. This notice will be 28 days.
- The meeting of the Panel will be held at a CoL office which is convenient for the complainant. In exceptional circumstances the panel could meet in the resident's own home.
- If occasion demands, the Panel may make an on-site inspection.

Details of how the Disputes Resolution Panel will be conducted are available from the BEO.

## 8 Deliveries

If you are likely to be unavailable when a delivery arrives you can arrange to have items delivered to the nearest car park box to your flat, or to the lobby if you live in a tower block. This service is at your own risk and the CoL cannot be held responsible for any loss or damage.

The Lobby Porter or Car Park Attendant will notify you via a card that you have an article to collect. Please collect deliveries promptly as there is limited storage space available.

This service is offered for the convenience of Barbican residents but may be withdrawn, on an individual basis, if it is abused by a resident.

The concierge service for the terrace blocks is provided as follows:

Block Name	Car Park	Access Route
Andrewes House, Gilbert House, Wallside and Postern	Andrewes Car Park	Fore Street
Breton House, Frobisher Crescent and Ben Jonson House	Ben Jonson House / Breton Car Park	Golden Lane
Bunyan Court, Bryer Court and John Trundle Court	Bunyan Court Car Park	Fann Street
Defoe House	Defoe Car Park	Westbound Carriageway of Beech Street
Speed House	Speed Car Park	Silk Street
Thomas More House, Lambert Jones Mews, Mountjoy House and Seddon House	Thomas More Car Park	Southbound Carriageway of Aldersgate Street
Willoughby House and Brandon Mews	Willoughby Car Park	Moor Lane (Southbound)



## 9 Disabled Access

The CoL seeks to ensure that all areas open to members of the public are fully accessible to everyone, including people with disabilities. If you encounter any areas of public walkway which cause you access difficulties, please contact the BEO initially. You may also like to contact the Access Team of the CoL who can give you advice.

If difficulties are encountered on the public highway, please let the Access Team know and they will investigate and decide if there are any adjustments possible to improve the situation. Please see the **contact list** for the Access Team telephone number and website.

Concerns about access to your property should be forwarded to the BEO. If you have an Occupational Therapist (OT) assisting you, and you consider that alterations are necessary to help you with daily living requirements, then please discuss this with the OT.

In addition, all documents can be produced in alternative formats upon request. This includes large print, audio tape or Braille. Please ask the BEO if you require anything in these formats.

Access to podium level for wheelchair users is via the nearest block lift for holders of Barbican Estate keys. There are a number of access points for visitors.

- Lift near 1 London Wall
- Lift at entrance to the Museum of London located on the roundabout at the end of London Wall and Aldersgate Street
- Turret lift near the entrance to Thomas More car park on Aldersgate Street.
- Ramp at White Lyon Court / Fann Street.
- Ramp at Ben Jonson House junction with Whitecross Street.
- Lift at junction of Moor Lane / Ropemaker Street
- Lift at corner of Gilbert House on St Giles Churchyard.

See also **Mobility Vehicle** section.

## 10 Emergency Procedures

The advice from the CoL Principal Security and Contingency Planning Adviser is to remain in your flat or townhouse if there is a major incidence e.g. a terrorist attack. It is often much safer to stay within your home than out on the street.

Most Barbican Estate flats have bathrooms without windows, which have been identified as a safe area. Should it be necessary to take refuge in an emergency it would be advisable to take a radio with you to listen for news updates.

You should be familiar with the nearest access route to your block so that you will be able to advise the emergency services where to attend.

Numbered Ambulance access points have been agreed with the London Ambulance Service and should be quoted if you call an ambulance.

Access	Ambulance Point	Block
Andrewes Car Park	6	Andrewes House, Gilbert House, Wallside and Postern
Breton Car Park	2	Breton House and Ben Jonson House
Bunyan Court Car Park	1	Bunyan Court, Bryer Court and John Trundle Court
Cromwell Tower	3	Cromwell Tower
Defoe Car Park	8	Defoe House and Shakespeare Tower
Lauderdale Tower	8	Lauderdale Tower
Speed Car Park	4	Speed House
Thomas More Car Park	7	Thomas More House, Lambert Jones Mews, Mountjoy House and Seddon House
Willoughby Car Park	5	Willoughby House and Brandon Mews

If you are expecting the emergency services you are advised to inform your Car Park Attendant or Lobby Porter in order that they can give access and arrange parking if necessary.

## 11 Entryphones

An entryphone system is in operation for most of the flats on the Barbican Estate.

- Visitors can use the control panel located at podium level block entrances to speak to residents via the intercom located in the flat.
- After verifying the identity of the visitor, residents can give visitors access to the block by releasing the lock from inside their flat.
- Residents should be cautious about giving access.
- Name labels on the control panel can be updated by contacting reception at the BEO.

Visitors to the Tower Blocks will gain access via a similar system with the assistance of the Lobby Porter.

Repairs to the entryphone system are carried out by specialists who visit the Barbican Estate approximately every two weeks. You should report any defect to the Repairs Reporting Line. See **contact list**.

## 12 Fire

The advice from the Fire Brigade is as follows:-

The Barbican has been built to protect residents in the event of a fire, so do not automatically assume you must leave your flat. The emergency services will decide whether the building needs to be evacuated. If it does, use your front door and stairs unless the fire/smoke prevents this, in which case use your balcony.

### Basic Advice

- Familiarise yourself with the escape route from your flat before an emergency. For most flats this is using a staircase (NEVER A LIFT) or your balcony.
- Keep all emergency access routes clear: your life or those of your family or neighbours could be endangered if you do not.

Large plants or furniture should not be stored on balconies for this reason.

- If the fire is in your flat:
  - Do **not** stay to fight a fire unless you can extinguish it immediately.
  - Evacuate everyone in the flat.
  - Close all doors behind you.
  - Call the Fire Brigade.
  - Call your Lobby Porter/Car Park Attendant.
  
- If you detect a fire in another part of your building:
  - Stay in your home unless evacuated by emergency services.
  - Call the Fire Brigade, do not tackle the fire yourself.
  - Close all doors and windows to restrict the spread of smoke.
  - If you become affected by the heat or smoke, leave the flat, as described above.
  
- There have been very few fires on the Barbican Estate. Most have started in kitchens so residents may wish to keep a kitchen extinguisher or fire blanket nearby.
  
- The London Fire Brigade will carry out a fire safety check, **see contact list**.

If in doubt, ask the BEO.

#### General Advice for Fire Prevention

- It is worth while investing in a smoke alarm. The battery should be renewed each year to ensure the alarm is working effectively.
  
- Avoid calor gas, paraffin or electric bar fires wherever possible. Instead use plug in radiators with safety electric plugs.
  
- Do not block access points in your flat or the communal areas of your block.
  
- Do not use rooms for storage or as workshops.

- Do not overload electrical sockets, cover convector heaters or leave lit candles and heaters close to curtains and furniture.
- Ensure electrical equipment is regularly serviced.

### **13 Garchey**

- A Garchey Refuse Disposal Unit was originally installed underneath each kitchen sink to take most of your normal waste materials. However, you should now dispose of items which can be recycled in the clear sacks provided.
- If blockages occur they should be reported at once to the Repairs Reporting Line; do not use the garchey until the blockage has been cleared.
- A number of residents have removed the garchey unit and installed alternative waste disposal systems. In these cases whilst the maintenance of the existing garchey pipe work remains the responsibility of the CoL as Landlord, any new installation within the flat becomes the responsibility of the long lessee who will nonetheless remain liable to contribute towards the maintenance of the garchey system via the service charge under the terms of the long lease.
- The garchey must not be used between 23.00 and 07.00 to prevent noise disturbance to other people.
- At regular intervals (once a month) the unit should be dismantled and cleaned. You can request a demonstration of how to do this by calling the Repairs Reporting Line. A guidance note is available from the BEO detailing how to clean your garchey.
- When leaving your flat unoccupied it is good practice to insert the garchey key provided for dismantling the unit into the slots located at the top of the garchey unit. (Do not turn). This will reduce the risk of flooding should a blockage occur in the system.
- It is not possible to recover items deposited in the garchey Refuse Disposal Unit once flushed away. However if

something valuable is inadvertently deposited in the garchey unit then it should NOT be flushed and you should notify the Repairs Reporting Line immediately. An attempt can then be made to recover the item, but no guarantee or responsibility can be accepted by the COL.

**Remember - if the sink is flushed, recovery is impossible**

- Items which are not disposed of via the garchey system will be collected on weekdays for disposal or recycling. See also **Refuse** section.
- If any repair or demonstration on how to use the garchey is required, please call the Repairs Reporting line to arrange access/ a suitable time. There is no additional charge for this service.
- **Please note:** A garchey cleaning service is not provided as this is the responsibility of residents.

## **14 Gardens & Lakes**

The gardens and lakes are managed by the Open Spaces department on our behalf. Please refer to the SLA Booklet for details.

The Speed House, Thomas More and Fann Street gardens are for the use of Barbican residents and their accompanied guests only. Young children playing in the gardens or play areas should be supervised. We would prefer larger numbers of teenagers not to play in the garden to avoid noise nuisance.

- Dogs and barbeques are prohibited.
- Ball games are not allowed on the lawns as there is a facility in the Thomas More Play Area.
- Please do not feed birds.
- Fishing in the lakes is prohibited.

If uninvited users are found they will be asked to leave, as will residents found abusing the garden facilities.

The fountains in the lake in front of the Barbican Centre will only operate out of City of London School for Girls hours and in school holidays. Their hours of operation will vary according to the time of year.

The approximate working hours are as follows:

Summer	Weekdays	16.00 to 19.30
	Weekends	10.00 to 19.30
Winter	Weekdays	16.00 to 18.00
	Weekends	10.00 to 18.00

## **15 Golden Lane Leisure Centre**

The leisure centre is a two-minute walk from Barbican tube station. Facilities include a 20-metre swimming pool, two all-weather tennis / netball courts and a multi-purpose indoor hall (not suitable for indoor football).

Opening Hours: Monday to Friday 6.00am – 10.00pm  
 Saturday and Sunday 8.00am - 6.00pm  
 Saturday and Sunday 8.00am - 4.00pm

## **16 Good Neighbour Guide**

This is reviewed on a regular basis and is published every 6 months in Barbicanews. Compliance with a few basic rules and conditions will help to make life in the Barbican more enjoyable given the very high density living and risk of neighbourhood disputes. Your attention is also drawn to the terms of your long lease or tenancy (as appropriate).

## **17 Guest Flats**

Guest flats on the Golden Lane Estate are currently available for Barbican Estate residents via the Golden Lane Estate Office. Note that the CoL is under no obligation to provide a guest flat facility,

and therefore reserves the right to withdraw such facility at its discretion.

- The minimum booking period is one night and the maximum booking period is one month.
- Bookings should be made in advance particularly for busy periods such as bank holiday weekends. **See the Standard Charges** section for current prices.
- Towels and bed linen are provided.
- Payment will need to be made in advance. A cheque made payable for the full amount should be forwarded to the Golden Lane Estate Office.
- Keys can be picked up from the Golden Lane Estate Office during office hours only.

## 18 House Officers

Three House Officers monitor the delivery of services detailed in the SLAs and “champion” the quality of services to residents by taking ownership of the overall quality of landlord’s services in a designated area.

The main focus of their job is to be a central point of contact for residents for any concerns and queries they may have. In particular, they monitor the services detailed in the SLA booklet to ensure that standards are met and shortcomings are dealt with in a proactive manner.

They spend much of their time out on the Barbican Estate, meeting residents’ representatives, inspecting cleaning standards, checking on repairs, as well as monitoring gardening, the lakes, security and related issues. They report on performance to the House Groups and the RCC. For information on your House Officer see **contact list**.



## 19 Insurance

- The long lease provides for insurance of the Barbican Estate (including each flat) by the CoL. The premium is billed annually and usually appears on the December service charge invoice. The policy covers the full rebuilding cost of the flat. The fact that it is an 'Estate wide' policy means that there can be no question of under insurance.
- The interest of the owner of each flat and the mortgagees of any of them is automatically noted on the policy without the need to be specifically recorded.
- The buildings policy also covers fixtures and fittings such as sinks and toilets, but residents are strongly recommended to take out their own contents policy because furnishings and personal items are not covered.
- You will be responsible for any damage you cause to other residents' property that results from your negligence, e.g. if you allow your washing machine to overflow and damage the furnishings and possessions of the flat below. You should check that your own contents policy is extended to cover this risk.
- A summary of cover is on the website and if you require a claim form or general advice, please contact the BEO.

## 20 Keys

Keys to Barbican Estate properties give you access to the majority of access points on the estate including entrances to the blocks at car park and podium levels and also gives access to the Speed House and Thomas More House gardens.

Keys to Barbican flats can be lodged at BEO Reception for safe keeping at the leaseholders' own risk. Leaseholders can arrange for their visitors or contractors to have access to the flat in their absence during BEO opening hours.

- When authorising BEO staff to release the keys (key permission) to your visitor e.g. contractor, Reception will require full details of the person visiting the flat.
- You will be asked to provide the following:
  - Visitor's name and if a contractor their company name
  - Visitor's contact telephone number
  - Your name
  - Your address
  - Your contact telephone number
  - The period of time that key permission is required.
- Residents and their visitors will be asked to present identification e.g. driving licence, when collecting keys from BEO Reception.

### Orders for Additional Keys

The ASSA keys for Barbican locks cannot be obtained from elsewhere and must be specially ordered by the BEO.

- Additional keys orders will only be accepted from CoL tenants, long leaseholders or, with written authorisation from their landlord, registered subtenants.
- Keys must be paid for in advance. The current cost is available from the BEO.
- Additional keys are delivered to the BEO within 10 days and you will be contacted when your keys are ready for collection.
- Additional Keys will only be released on presentation of identification e.g. Driving licence, Utility Bill, Credit Card.
- If your keys are being collected by someone else, please confirm who will be doing so, so that their identification can be checked.

## **21 Lease Extensions**

Long leaseholders who have owned their flat for at least two years are generally entitled to extend the term of their lease by 90 years under the Leasehold Reform, Housing & Urban Development Act

1993 (as amended by the Commonhold and Leasehold Reform Act 2002) (“the 1993 Act”). The right to extend is subject to payment of an appropriate premium.

Most leases on the Barbican Estate are for terms of 125 years from 1 July 1981, except for the following blocks: Cromwell Tower (16 June 1982); Lambert Jones Mews (6 June 1985); Mountjoy House (25 February 1982) and The Postern (16 September 1982).

To apply to extend the term of your lease for a further 90 years, contact the BEO for an application form. To facilitate the process and minimise costs, we request that you seek to agree an appropriate lease extension premium with the BEO before making a formal application to extend your lease. See **contact list**.

In addition to the lease extension premium you will be required to pay all of the CoL’s costs, which will include legal fees and valuation costs. Payment of these costs is a requirement of the 1993 Act.

The above is only intended as a guide to the process of extending your lease and any detailed enquiries about the operation of the 1993 Act should be referred to specialist, independent legal advisers or valuers retained by you.

This paragraph does not apply to properties 3-16 Wallside.

## **22 Meter Readings**

Residents living in either a Staircase block or one of the Towers can have access to their own meters. These are located in a locked cupboard above the front door. Keys are held by the Lobby Porters, Car Park Attendants and BEO Reception and can be loaned out to residents on request.

Those residents living in corridor blocks do not have access to their meters as they are located in a single locked switch room at the end of each corridor and only authorised personnel are permitted access.

Those residents wishing a meter reading must contact the TSD enquiry line and the results will be provided to you within seven working days.

## 23 Mobility Vehicles

Areas in some of the car parks have been set aside for Mobility Vehicles, as these should not be stored in communal areas.

These bays are located near the main staircases of blocks and also provide charging facilities.

Please contact the BEO to arrange the allocation of a Mobility Vehicle Bay if required. For the current charge for Mobility Vehicle Bays see the **Standard Charges** section.

## 24 Moving In / Out

When planning your move to the Barbican Estate it is advisable to contact the Car Park Attendant or Lobby Porter who can give advice on the following essential details:-

- Parking for your removal van
- If the van cannot be accommodated in the car park you can apply for special dispensation to park in the street. **See contact list** (Parking Dispensation).
- Height restrictions in car parks
- The times of day during which you can arrange for removals. Usually this is between 8am and sunset.

Fuse boards are generally located in a service cupboard in the hall area and in a high level cupboard in the kitchen.

For meters see **Meter Readings** section.

For advice on the following please contact the TSD enquiry line during office hours only:

- Positioning of stop valves and header tanks
- Operation of the garchey waste disposal system.

There are also several authorities who should be informed:

- Your Electricity Provider
- Thames Water

- The Council Tax Department
- Your telephone company

If you are moving from the Barbican Estate and you have a licence for any of the following, the BEO will need to be contacted and given three months notice of your surrender for any of the following:

- Car Bay licence
- Bicycle Locker licence
- Baggage Store licence.

If you have a long term agreement in respect of a car parking bay or baggage store, you may be able to sell it on to the purchaser of your flat, or (with the consent of the BEO and in accordance with the terms of the agreement) to another long lessee.

If you have recently purchased a flat on the Barbican Estate, the transfer of the long lease of your flat (together with any mortgage of the flat which you have taken out) must be registered with the Comptroller and City Solicitor (with the relevant registration fee) within one month in accordance with the terms of the lease. This should normally be dealt with by your solicitor. The transfer of any long term car parking or baggage store agreement should also be registered with the Comptroller and City Solicitor.

If you own the long lease of a flat and decide to move out and sublet the flat, any tenancy which you grant must also be registered with the Comptroller and City Solicitor. **See Subletting / Registration Fees** section.

Please see **contact list**.

## **25 Noise**

### **25 (a) General Advice**

- The long lease and tenancy agreements contain restrictions on music/noise being heard outside your premises and on behaviour amounting to a nuisance. In order to establish grounds for the CoL as landlord to take proceedings against a long lessee for alleged breach of these restrictions,

satisfactory evidence of the alleged breach must be gathered before legal proceedings can commence and such proceedings can themselves be lengthy.

- If a noise problem is caused by your neighbour, a courteous approach to them to explain the problem may provide a satisfactory solution. If this does not help, please contact the BEO.
- If the problem is from another source (e.g. road works) or the above does not provide a resolution contact the BEO. Outside normal office hours (Monday to Friday, 9.15 to 17.00) contact your Car Park Attendant or Lobby Porter.
- The Car Park Attendant may be able to investigate and if possible witness and/or resolve such problems. Alternatively they can contact the Out of Hours Service for further assistance.

If a combined response of the Car Park Attendant/Duty Manager does not resolve the situation, the Duty Manager may contact the Duty Environmental Health Officer via the Keeper at the Guildhall. Alternatively, you may wish to contact the Duty Environmental Health Officer at night-time, Weekends or Bank Holidays.

The Duty Environmental Health Officer may discuss the problem with the Duty Manager and if necessary contact complainants by telephone to determine what action is essential and may:

- Deal with the matter by informal/formal action the next working day
- Contact other agencies to gain further information/action
- If serious and urgent, attend in person.

The Duty Environmental Health Officer is presently only intended to respond to an 'emergency' or the most urgent situations.

A booklet on noise pollution is available from the BEO.

## **25 (b) Wooden Flooring**

The CoL does not give consent for the installation of wooden flooring. The lease states that residents should "carpet all the

floors in the premises from wall to wall". The purpose of this restriction is to minimise any footfall noise being heard in neighbouring flats. The laying of wooden floors may also have detrimental effects on the operation of the under-floor heating.

The CoL may be prepared to take proceedings for breach of this obligation, if neighbours subsequently report a noise nuisance which relates to the flooring residents have chosen. The residents in question may then have to carpet their floors.

## 26 Out of Hours Service

An Out-Of-Hours Emergency Service is available (Monday to Thursday 5 pm to 9.15 am and 5 pm Friday to 9.15 am Monday).

The Duty Manager will be responsible for providing the out-of-hours estate management function including attendance at emergency incidents, lift trappings, and dealing with incidents of nuisance.

Residents phoning out of hours will initially speak to the Car Park Attendants or Lobby Porters who will assess the issue. If necessary they will seek the advice/assistance of the Duty Manager who will respond a number of ways.

It is important that contact is made through the concierge staff because at any given time the Duty Manager could be otherwise engaged on Barbican Estate business.

## 27 Payments

All payments over the counter (rents/ service charges/ temporary car parking etc.) should be made to:

<i>Bank</i>	<i>Lloyds TSB Bank PLC</i>
<i>Sort code</i>	<i>30 00 00</i>

*CoL income account No 1 00312592*

Please quote both the account number and the invoice number. Cheques should be made payable to the **City of London**.

## 28 Police – Ward Officers

The Barbican Police Office is based at Podium level Shakespeare Tower. If you wish to report actual or suspected criminal activity, dial 999 as soon as possible.

Any other general matters or non urgent calls can be reported to the Ward Officers on their mobile telephone numbers. These numbers are printed in Barbicanews.

Alternatively you can contact Snow Hill Police Station on 020 7601 2406.

If you require more information about community policing or any other aspect of the CoL Police please visit their website. **See contact list.**

## 29 Pest Control

From time to time residents may have pest related problems such as moths or ants. These can be reported to the Environmental Services department for action. See **contact list.**

Squirrels must not be fed. They can cause damage to window box contents if enticed onto balconies in search of food.

See also **Birdlife** section.

## 30 Play Areas

There are 2 children's play areas on the Barbican Estate, located on Speed House Lawn and underneath Seddon House adjacent to Thomas More Lawn. They are for the use of Barbican Estate residents and their accompanied guests.

The Play equipment is designed for younger children to enjoy. At the Thomas More play area there is also a hard surface area marked out for Tennis, Basketball and Football.



## 31 Recycling

Recyclable refuse should be recycled in clear sacks provided by your Estate Cleaner. Further stocks are available from the nearest car park box or lobby. The table below details what can and cannot currently be recycled.

✓	<b>Paper</b>	Newspapers, magazines, catalogues, junk mail, envelopes, yellow pages and office type paper	✗	Kitchen / Garden Waste
✓	<b>Card</b>	Cardboard food packaging, cereal boxes, egg cartons and toilet & kitchen roll tubes		
✓	<b>Glass</b>	Bottles and jars of any colour	✗	Broken glass, ovenware and window glass
✓	<b>Cans</b>	Clean food and drinks cans, (both aluminium and steel), aerosol cans		
✓	<b>Plastic</b>	All types of plastic bottles e.g. water & squash bottles, Shampoo & washing up liquid bottles	✗	Other plastic – Food Containers, carrier bags, plastic wrap & packaging

If you have any questions regarding the recycling service please contact the Recycling Team. See **contact list**.

## 32 Refuse

### 32 (a) Collection

- Please place your rubbish bags in the refuse cupboard at the side of your front door or (if you do not use yours for this purpose) outside your front door for collection every **Monday to Friday before 08.15** as there is only one rubbish collection per

day. In some blocks resident representatives have agreed a variation to the standard service. Contact your House Group representative or House Officer for details.

- If you do not use the refuse cupboard at the side of your front door for rubbish removal, please do not leave rubbish outside your front door at the weekend as it will not be collected until Monday and will look unsightly and may generate odours.
- If you need to dispose of rubbish at the weekends or Bank Holidays, please take it to your bin compound or see your Car Park Attendant or Lobby Porter for directions.
- Please wrap any broken glass up securely before placing in rubbish and label the bag for cleaners to beware of broken glass.
- Clear plastic bags are provided for recycling only. Black plastic bags are for wet waste if you do not have a garchey. At weekends or out of office hours, contact your Car Park Attendant or Lobby Porter for extra rubbish or recycling bags, which are delivered daily during the week by your cleaner.
- Do not discard leaves, flowers, twigs etc. which have been dead-headed over balconies. Please collect them in a plastic bag and put the bag in your black refuse sack.
- Do not leave rubbish in baggage stores such as, wood, cardboard boxes, broken furniture or bags of old clothes.

### **32 (b) Bulky Items**

If residents have any bulky rubbish or household items they wish to dispose of, they should contact the City of London's Cleansing Division

Please do not abandon the bulky items in any of the communal areas of the blocks.

Washing machines, dishwashers, fridges and freezers must be emptied and dried out before being removed from flats to ensure water does not leak from these items during removal.

Residents can if they wish take their bulky household items to any of the collection points around the Barbican Estate at the following Car Parks, next to the compactor skips: Andrewes House, Thomas More House, Bunyan Court, or garchey layby in Beech Street.

Please refer to the SLA Booklet for further information.

### **33 Residents Database**

The BEO maintains a database on all properties and periodically residents will be requested to complete a database amendment form.

The information which is provided will be used in the case of accident or emergency and may be used for other CoL purposes. All personal data will be processed in accordance with the Data Protection Act 1998.

### **34 Repairs**

Any resident who wishes to report a repair for which the BEO is responsible (see SLA booklet), should contact the Repairs Reporting Line where a member of the Repairs Team will deal with the request between the hours of 09.15 - 17.00, Monday to Friday on 020 7029 3909. In case of emergency out of office hours, please contact your Car Park Attendant or Lobby Porter who will contact the Duty Manager who will deal with the request.

Each repair order issued is allocated a maximum response time for action to be taken. These response times are listed in the SLA.

### **35 Representation**

The Barbican Estate is covered by Cripplegate and Aldersgate Wards. Policies affecting Barbican Estate residents are determined by the BRC. The Committee has 21 members, of whom 9 may be Resident Members. Included within the membership is the Chairman or Deputy Chairman of the Community & Children's Services Committee.

All Committees of the CoL are subject to the terms of the CoL's Standing Orders and Financial Regulations and must comply with their provisions at all times. All matters which, in the opinion of the relevant Committee, or which the Town Clerk or, in their absence the Deputy Town Clerk or an Assistant Town Clerk, decides are issues of major policy, shall be the subject of recommendations to the Policy & Resources Committee and/or the Court of Common Council.

**The Barbican Residential Committee's responsibilities include:**

- The management of all residential premises and ancillary accommodation on the Barbican Estate, e.g. the commercial premises, car parks, baggage stores, etc.
- The disposal of interests in the Barbican Estate pursuant to such policies as are from time to time laid down by the Court of Common Council.
- Authorising the institution or any criminal or civil proceedings arising out of the exercise of its functions.

**Residents' Consultation Committee (RCC)**

Following a vote by residents and a decision by the BRC in Spring 2003 the RCC was formed. This normally meets 6 times a year, 2 weeks prior to the BRC. Reports are submitted to this Committee for their comments prior to decisions being made at the BRC.

**Barbican Association**

The Barbican Association is an independent organisation founded and run by Residents. It is a recognised Tenants' Association under Landlord and Tenant legislation. The Barbican Association sends one representative to meetings of the RCC. Any resident may join and details are available on their website. See **contact list**.

## House Groups

In addition, most of the individual blocks on the Barbican Estate have a House Group to represent the views of their residents and each House Group may also send one representative to the meetings of the RCC. Some of the House Groups are also recognised by the COL as Tenants' Associations. Further details can be obtained from the BEO. Details of the House Groups appear in Barbicanews.

Each House Group is obliged to have its own standard Constitution, which ensures that an Annual General Meeting is held and officers are duly elected or re-elected to serve in the principal posts of Chairman, Treasurer, and Secretary. The Constitution should also ensure that good practice standards are adopted such as ensuring that all groups are adequately represented, such as ethnic and minority groups.

## 36 Residents' Groups

There are a number of special interest and social groups organised by residents. These include the Tuesday Club, the Barbican Playgroup and 'Amigos in the Barbican'.

Further information on these groups can be obtained from Reception at the BEO or on the website.

Barbican Talk is a bulletin board used by residents to exchange views and to raise queries about living on the Barbican Estate. See **contact list**.

## 37 Salvage Store

A Salvage Store has been established on the Barbican Estate by a group of volunteer residents who collect and maintain a stock of old fixtures and fittings removed following renovations to flats. Please see **contact list** for email and web address.

The Store is located under Willoughby House where all the collected items are catalogued by volunteers. The store stocks an array of fixtures and fittings from taps and light switches to vegetable racks and complete sink units, all of which are available

free of charge to long lessees. The Store saves items going to landfill but also lowers disposal costs and allows other long lessees to benefit.

It is possible to swap items and donate directly to each other by using the online forum. Simply visit the site and register your details.

The Salvage team will collect items directly from flats and for long lessees replacing their entire kitchen or bathroom the team request that they be contacted in advance so that they can assist in removing items in a way that fits in with contractor schedules.

The Salvage team are being particularly careful in monitoring items coming in and out and would like to ask those donating items to ensure that they contain no asbestos. So far asbestos has been found in items such as bathroom cabinets (although if removed with no damage to the outer casing these should pose no risk) and some kitchen fittings such as hotplates.

If long lessees are looking for specific items, contact team members via email, as all requests are logged in one central point and therefore dealt with swiftly.

## **38 Satisfaction Survey**

Every 2 years, the BEO issues a survey to all residents to monitor satisfaction levels with services provided by or managed by the City of London Corporation. The results of the survey are published in 'Barbicanews' and reported to the RCC and BRC. Targets are set for improving performance based on the results of the survey.

Satisfaction surveys are also issued to CoL tenants who report repairs to the interior of their flat. Satisfaction levels are monitored and are reported to the RCC and the BRC each quarter.

## **39 Security**

It is important not to hold the door open for somebody who is trying to follow you into the building, unless they are familiar to you and you are certain they are a fellow resident.

If you see anyone behaving suspiciously please inform the Police Ward Officer or your Car Park Attendant / Lobby Porter. CCTV is installed on the Barbican Estate and is recorded and monitored by the Car Park Attendants and Lobby Porters. The cameras are generally situated by car park entrances and pedestrian exits from car parks to blocks.

## **40 Service Charges**

Service charges are estimated for the current financial year (to 31 March) and are currently billed quarterly in arrear on 24 June, 29 September, 25 December and 25 March. In the September quarter the actual service charges for the previous financial year are finalised and any adjustment by way of a credit or debit is made on the account.

It should be noted that the CoL does not apportion service charges upon the resale of flats. You should therefore ensure that the solicitor acting for you in the purchase or sale of any property is made aware of this fact and takes adequate measures to protect your financial interests.

Service charge schedules are available on our website.

Payment of service charges can be made quarterly by direct debit and all payments may also be made over the counter (rents/service charges/temporary car parking etc).

Please quote both account number and invoice number. See also the **Payments** section for bank account details.

## **41 Service Level Agreements (SLAs)**

SLAs covering five areas administered by the BEO have been drawn up in consultation with the RCC to provide residents of the Barbican Estate with a statement of the minimum specification of the services and standards they can expect. It is the aim of the BEO to exceed these minimum standards wherever possible.

The services covered by the SLAs are charged for in the service charges. The five service areas are

- Customer Care, Supervision and Management
- Estate Management
- Property Management
- Major Works
- Open Spaces

Copies of the SLA booklet can be provided by the BEO or can be accessed via the BEO website.

## **42 Solicitors' Presale Enquiries**

Prior to the assignment of a Barbican Lease, prospective purchasers or their solicitors may require information about the property. The BEO will supply on request a copy of the relevant service charge account and a copy of the Blocks of Flats Insurance Summary of Cover provided authorisation is given by the owner of the flat.

Further information e.g. cost of routine service charges for both previous and current years and any planned major works is available for a fee payable in advance. Responses to enquiries are made within 10 working days, but for an additional fee responses can be provided within 5 working days.

Upon the assignment of a long lease of a Barbican flat it is required by the lease that notice of the disposal and of any new mortgage or legal charge be given to the CoL and a certified copy of the transfer of lease with the required registration fee must be sent to the Comptroller & City Solicitor. See **Moving In / Out** and **Standard Charges** sections.

## **43 Standard Charges**

The BEO makes charges for a number of services and goods supplied to residents, organisations or other departments of the City of London Corporation. Some of these charges are made via the quarterly service charge demand, others are charged via invoices. Cheques should be made payable to the 'City of London'.



These charges are for guidance only and are reviewed annually in either April or September.

The list is not exhaustive as other charges will be levied e.g. to investigate leaks or in emergencies.

The list will be updated as prices change and updated versions will be made available on the BEO website.

See **Insert Sheet** for details.

## **44 Stores**

### **44 (a) *Baggage Stores***

Baggage stores are located throughout the Barbican Estate and can be either rented or purchased by way of a long term agreement by leaseholders for the storage of personal items. As with our car park bays (see **Car Parking** section) individual baggage stores cannot be specifically demised and another baggage store may be substituted at the discretion of the BEO. In practice however, such re-allocation is rare.

There is a high demand for baggage stores all over the Barbican Estate, so if you would like to be placed on the waiting list for a store contact Reception at the BEO.

Residents will be contacted when a suitable store becomes available and keys (3) can be collected from Reception to view the store. Residents can then decide to either rent or purchase the available store, a key deposit will be required at this stage.

- Baggage stores are not covered by insurance and any items are stored at owner's risk. You should therefore ensure that you obtain contents insurance and check your policy covers this.
- The store is for personal use and no petrol, paint or inflammatory oils or substances should be kept in the store.
- The charge for a store will be invoiced quarterly with the service charge bill.

- Should you wish to purchase a long term agreement for the use of a baggage store from the CoL, the initial cost payable comprises a premium and a legal fee (see **Standard Charges** section for details). A purchased store incurs a service charge which will be invoiced on a quarterly basis.
- Please note that stores used under licence are not transferable and all 3 keys should be returned to the BEO if you sell your flat. Your key deposit will then be returned.
- If all keys are not returned a lock change will be carried out and any additional costs over the key deposit fee will be invoiced.
- If you have purchased an agreement to use a store you can either sell it to the new purchaser of your flat, to any other long lessee with the consent of the BEO or sell it back to the CoL in accordance with the formula in the agreement. Note that the transfer of such an agreement must be registered with the Comptroller & City Solicitor. See **Subletting / Registration Fees** section

#### **44 (b) Bicycle Stores**

Secure Lockable Bicycle Stores are available under licence in our car parks, for which there is an annual charge with a refundable deposit for keys. Please contact the BEO for further information.

Alternatively some car parks are provided with Communal Bicycle Cages. These are locations within the car parks where the bicycle rack areas have a surrounding fence with designated gate keys. There are three Bicycle Cages on the Barbican Estate and they are located at Defoe, Bunyan and Lauderdale. Keys are issued via the Car Park Attendant and are available for Barbican Estate residents only.

#### **45 Subletting/Registration Fees**

Long Lessees are permitted under the terms of the lease to sublet their flats.

- The subletting must be of a residential nature and cover a minimum letting period of 3 months. Holiday lets are not permitted on the Barbican Estate unless specific planning permission is obtained. Planning permission must be obtained for all lets under ninety days.
- Sublettings must be registered with the Comptroller & City Solicitor. A copy of the tenancy agreement and the required registration fee must be forwarded to the BEO upon commencement of the tenancy. Following registration of the subtenancy the BEO will provide the new resident with copies of the latest newsletter and this information pack.

Upon the assignment of a long lease of a Barbican flat it is required by the lease that notice of the disposal and of any new mortgage or legal charge be given to the CoL and a certified copy of the transfer of lease with the required registration fee must be sent to the Comptroller & City Solicitor.

Similarly, the assignment of any long term car parking or baggage store agreement must also be registered with the Comptroller & City Solicitor. Cheques should be made payable to the City of London. See **Standard Charges** section.

## **46 Television**

The Barbican Estate has an integrated TV network. There is no monopoly provider and residents are free to contact any reputable TV company to link into the infrastructure which was installed in 2005. Contact our TSD enquiry line for advice. You are not allowed to install your own individual satellite dish. This is prohibited under the terms of your lease.

## **47 Ventilation**

- Barbican flats have extractor vents in the bathrooms and kitchens that provide ventilation and reduce the problems of condensation which sometimes occur. Vents need to be cleaned every 12-18 months to ensure they work effectively.

- The vents above your windows which allow fresh air to enter should never be completely closed or obstructed as this will reduce the efficiency of the ventilation system.
- Arrangements can be made to have vents cleaned to ensure that they are in good working order by contacting the Repairs Reporting Line.

## **48 Water Rates**

Your water rates are billed by Thames Water separately from your service charges. Generally it is not feasible to install a water meter in Barbican properties, therefore residents can apply to be put on an 'assessed average household charge' which may be at a lower rate than their existing charge.

To apply, write to Thames Water via the address on the back of your bill.

## **49 Wildlife Garden – Fann Street**

The garden is open to Barbican Estate residents and their accompanied guests and is managed by the City Gardens team.

Members of the Barbican Wildlife Group assist in looking after the garden and make sure the bird feeders are regularly topped up. To date species observed in the garden include, blackbirds, blue tits, wood pigeons, greenfinches, crows, magpies and feral pigeons.

Please see the **contact list** for Barbican Wildlife Group details.

## **50 Window Boxes**

The BEO can supply window boxes for terrace block balconies. Under the terms of the lease residents must cultivate their window boxes.

## **51 Window Cleaning**

Window cleaning is carried out for each block every 6 weeks or thirty working days. All window cleaning contractors carry identification with them at all times.

A window cleaning schedule is placed on the notice boards of each block for a 3 month period/minimum of 2 scheduled cleans and placed in the letterboxes of Brandon Mews, Lambert Jones Mews, Postern and 1& 2, Wallside by the contractors. The window cleaning schedule also appears in each edition of Barbicanews. This schedule is checked by the Cleaning Manager and the window cleaning contractors.

The window cleaning contractors will clean the following:

- external glazing for flats for windows and doors
- both faces of glazing for privacy screens
- balcony screens and both faces of glazing in communal areas.

Abseiling is carried out on Ben Jonson House, Breton House, Bryer, Bunyan and John Trundle Courts for all inaccessible areas every 3 months. This cleaning is carried out a week before the scheduled window cleaning for that block and a notice board letter confirming the dates is placed in these blocks.

Eyebolt testing is carried out once a year to comply with Health & Safety legislation. An annual test certificate is sent to the Cleaning Manager for retention.

Please leave your balcony glass and privacy screens accessible for the window cleaners to enable them to clean your windows without moving your personal property. If this is not done, we cannot guarantee that your windows will be cleaned.

Communal glazing is checked by the Cleaning Manager and the House Officers during the daily spot check block inspections. Any deficiencies in standards are given to the contractors at the weekly window cleaning monitoring meetings. The BEO monitors standards in order to improve this service.

See SLA booklet for further information.

## **52 Glossary of Terms**

Not all these terms are used in this document.

### Glossary of terms

Term	Explanation
BA	Barbican Association – recognised residents association
Baggage Store	Storage lockers located around the estate
Barrel Vault Roof	Type of roof common in Barbican.
BEO	Barbican Estate Office
BRC	Barbican Residential Committee
BVPI	Best Value Performance Indicator
C&CS	Comptroller & City Solicitor – the CoL Legal Department. Note that the Comptroller is unable to provide legal advice to leaseholders or residents.
Car Bay	Alternative name for car space
CC	Common Councillor, a member of the Common Council of the City of London Corporation.
CLSG	City of London School for Girls, located on the Estate
CoL	City of London Corporation – (whose formal title is The Mayor and Commonalty and Citizens of the City of London)
Community Services	Department of Community & Children's Services
CPA	Car Park Attendant
Daleks	Alternative name for the lift controls in the centre of the tower block lobbies
DGU	Double glazed unit
Duckling Ramps	Ramps fitted to the side of the lakes to enable young ducklings to enter and exit the lake
ECs	Estate Cleaners
Eye Bolts	Safety bolts used by Window Cleaners to secure their safety harnesses
Eye Brow Windows	Windows installed in barrel vault roofs
Garchey	Waste Disposal System.

GSMD	Guildhall School of Music & Drama located on the estate near the Barbican Centre. Has a lakeside terrace
HG	House Group - most blocks have their own representative bodies called House groups
Igloos	Sunken gardens in the lake by Andrewes House - called igloos due to the shape of the pergolas.
KPI	Key Performance Indicator
Interface areas	Areas were responsibility for maintenance is responsibility of other City of London departments. They include roofs over walkways such as between Thomas More House and the Museum of London, Lakeside areas of the GSMD and Barbican Centre, St Giles' Churchyard.
LBMG	Listed Building Management Guidelines
LP	Lobby Porter
Manhattan	Property Management Billing System
PC Key	Key Podium / Communal
Pea Pods	Service ducts at podium level
Podium	Raised walkways around the estate - part of original design to separate traffic and pedestrians and they add to the "village" feeling. Levels are described from podium level e.g. 01 is one below, 1 is one above the podium level
Privacy Screens	Glass screens installed between on balconies between flats
RCC	Residents' Consultation Committee
S/C	Short for staircase. S/C 1 in Defoe to S/C 67 in Breton
SLAs	Service Level Agreements
Subways	Service subways which run under the estate
Turret	Tower in Aldersgate Street - entry gate to the Barbican and public lift to podium level.
Yellow Line or Yellow Brick Road	Line painted on Barbican podium to assist visitors find the Arts Centre

