



## Barbican Estate Residents Consultation Committee

**Date:** MONDAY, 26 JANUARY 2026

**Time:** 6.30 pm

**Venue:** WEST WING, GUILDHALL, LONDON, EC2V 7HH; HYBRID PUBLIC MEETING (ACCESSIBLE REMOTELY)

## SUPPLEMENTARY PACK

**Enquiries:** **Polly Dunn**  
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**Ian Thomas CBE**  
**Town Clerk and Chief Executive**

## AGENDA

3. **MINUTES**

To agree the public minutes of the Barbican Residents' Consultation Committee (RCC) held on 3 November 2025.

**For Decision**  
(Pages 3 - 14)

10. **WORKING PARTY UPDATES**

To receive the minutes and reports of the various working parties.

b) **Service Charge**

**For Information**  
(Pages 15 - 16)

c) **Gardens Advisory**

**For Information**  
(Verbal Report)

d) **Service Level Agreements**

**For Information**  
(Pages 17 - 59)

# Agenda Item 3

## BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE Monday, 3 November 2025

Minutes of the meeting of the Barbican Estate Residents Consultation Committee held at Committee Rooms, 2nd Floor, West Wing, Guildhall on Monday, 3 November 2025 at 6.30 pm

### Present

#### Members:

Jo Boait - (Chair)  
Sandra Jenner (Deputy Chair)  
Lucy Sisman - Cromwell Tower (Deputy Chair)  
Jan-Marc Petroschka - Chairman of the Barbican Association  
Lionel Meyringer - Andrewes House  
Stephen Chapman- Ben Jonson House  
Andrew Tong - Brandon Mews  
Andy Hope - Breton House  
John Taysum - Bryer Court  
Gordon Griffiths - Bunyan Court  
Helen Hudson - Defoe House  
Sally Spensley - Frobisher Crescent  
Dave Taylor - Gilbert House  
Pauline Fasoli - John Trundle Court  
Claire Hersey - Lambert Jones Mews  
David Lawrence - Lauderdale Tower  
Stuart Lynas - Mountjoy House  
John Holme - Postern  
Robert Bexson - Seddon House  
Sandy Wilson - Shakespeare Tower  
Frits van Kempen - Speed House  
Matthew Knight - Thomas More House  
Petre Reid - Willoughby House

#### In attendance

Deputy Anne Corbett – Chair, Barbican Residential Committee  
Helen Fentimen - Common Councillor, Aldersgate  
Adam Hogg – Common Councillor, Cripplegate  
Jim Durcan - Chair, Service Level Working Party and Garden Advisory Group  
Tam Pollard – Chair, Asset Management Working Party

#### Officers:

Judith Finlay	- Executive Director of Community & Children's Services
Dan Sanders	- Director of Property & Estate Management, Barbican Residential Estate
Eoin Doyle	- Community and Children's Services
Curtis Bannister-Pond	- Community and Children's Services
Shruti Sonawane	- Community and Children's Services
Dan Castle	- Community and Children's Services
William Roberts	- Community and Children's Services

Polly Dunn	- Assistant Town Clerk and Executive Director of Governance and Member Services
Rhys Campbell	- Town Clerk's Department

## 1. APOLOGIES

The Chair welcomed all to the meeting, including the new Head of Resident Services, Curtis Bannister-Pond. She also noted that there had been a welcome improvement to the administration around sub-committees and working parties, following the recruitment of the PA to the Director, Mia Blainey.

Apologies were received from Rodney Jagelman, Fiona Lean and Nicola Baker in advance of this meeting.

In their absence, Matthew Knight was sent as representative for Thomas More House and Stephen Chapman was sent as representative for Ben Jonson House.

## 2. MEMBERS DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

## 3. MINUTES

RESOLVED, that – the minutes of the previous meeting held on 1 September 2025 be approved as a correct record subject to the following amendments:

- John Taysum was present at the 1 September 2025 meeting.
- Correction of page 14 and instead it should state ‘the reports were received and their contents noted.’
- The Chair advised that a Member had noted that section 9 of the minutes of the meeting on 1 September 2025 did not reflect Members' reminders that an original structural defect was declared in the roof of Brandon Mews, and the decision was taken that this could not be rectified at the time, unlike the roofs of other blocks. Instead, the City Corporation had taken the decision to workaround the defect with a canopy, so the original defect remains and therefore Brandon Mews is in a different position to that of others.

Later in the meeting a Member requested that, in section 9 and after ‘The Member also highlighted that the ongoing Avanti review of the canopy had not yet been concluded, and that the canopy was not a roof but instead a piece of architecture which also served as waterproofing’, the words ‘requiring architects with skillsets very different from those needed for other blocks’ should have been included in order to more accurately reflect an aspect of what was said at the

meeting, which has implications on future procurement scopes. However, it was noted that the minutes had already been approved.

#### **4. REPAIRS & MAINTENANCE (LOT 2) – IN HOUSE UPDATE ON PHASED IMPLEMENTATION**

The Committee received a report of the Executive Director, Community and Children's Services in respect of an update to Members on the implementation of the in-house repairs service following Barbican Residential Committee (BRC) approval.

The Deputy Chair asked if the BEO was still considering setting up a task and finish group following Chigwell's withdrawal and it was confirmed that this was still scheduled to take place and that there shall be a call for volunteers.

The Director, Property and Estate Management reiterated the BEO's commitment to undertake a review as to why Chigwell has taken the decision to exit the repairs and maintenance contract.

RESOLVED, that – the report was received and its contents noted.

#### **5. REPORT OF MAJOR WORKS PROGRAMME BOARD**

The Committee received a report of the Executive Director, Community and Children's Services in respect of an update to Members of the RCC on the recent work of the Major Works Programme Board (MWPB). Members were pleased to see the draft Planned Preventative Maintenance Programme, Contracts Matrix, Project Tracker and Capital Expenditure Plan that had been included with the papers.

During discussion the following points were noted:

- The Director described the figures contained in differing columns of the Major Works Delivery Forecast. He advised that when the timing of the Tower lift programme was considered, the views of residents' lift tower working group would be taken into account, including in respect of cost-spreading. The Major Works Delivery Forecast would be updated regularly and this would be documented through the MWPB minutes and consultation.
- The representative for Shakespeare Tower raised concerns regarding the Fire Door Project and advised that residents would be keen to see a mock-up design of the doors to ensure that they featured mailboxes. The Director advised that letterboxes had been introduced into the testing of the door sets for the towers and at the next meeting of the RCC he hoped to be able to advise the Committee of the date for a mock-up design to be available for residents to view.
- In response to a concern being raised regarding the capacity of the management team given the planned work and project schedule, the Director noted that resourcing would be continually reviewed against demand, as

would the BEO organisational chart. However, he was satisfied with the level of resourcing as it stood currently.

- The Director advised that critical pathways of related work programmes and project interdependencies would be mapped and then monitored by the MWPB.
- A Member noted the amount of ancillary works required, as described in the previously published Savills Report, and asked if these had been included in the programme. The Director advised that a lot of activity had been undertaken in the previous year, particularly on landlord electrical testing. The Savills Report and other previous reports had been used to build the foundation of the programmes reflected in the reports provided.
- The Director highlighted that the BEO contained officers with a good skillset and was confident that the programmes encompassed all the assets on the Barbican Estate. However, given the complexity of the Barbican Estate, he was planning to commission a review by an external third party within the next 18 months to make sure that nothing had been missed.
- The Director advised that the remit of the fire door project was to replace front doors and the external cupboard doors at the entrance to flats and that the remit did not include replacing the cupboards behind the external doors (or the asbestos contained within them). However, he had been advised that this might not be consistent with the original commitment and he would check this and revert.
- The Director confirmed that cost allocations will be at a detailed level, including by asset and by House.
- In respect of lift refurbishments, the Committee were notified that two options had been reviewed; modernisation and full replacement. The Director advised that modernisation had been agreed for the towers and would include the replacement of all components except for the lift frame, metal counterweight and guide rails. A similar decision would need to be made in respect of the terrace blocks.
- In response to a question from the representative for Lambert Jones Mews the Director confirmed that its ongoing roof project and associated costs would remain separate from the wider roof projects.
- It was highlighted that drainage in Thomas More Garden needed to be addressed as it caused flooding across the paving stones.

RESOLVED, that – the report was received and its contents noted.

## 6. REPORT OF THE REPORTING COMMITTEE

The Committee received a report of the Executive Director of the Community and Children's Services in respect of an update to Members on the work of the Reporting Committee since the last cycle.

The Director advised that, to avoid adding a significant number of pages to the RCC packs, a summary report had been prepared and the agenda pack and minutes of this committee (and of the MWPB) would be loaded onto the City of London website once the appropriate directories had been created. He also advised that, to avoid confusion, all future reports would refer to the financial year (1 April to 31 March), rather than the calendar year.

The Director referenced item 15 (BEO Organisational Chart) and advised that the report sought to highlight the breadth of the BEO and what each department was responsible for. A communication strategy was being prepared that would describe the organisational chart and highlight to residents the appropriate interfaces for differing queries.

A Member asked for further details regarding the role of the estate supervisors and the Committee were informed that various responsibilities fell under this remit which included Porters and the Housekeeping team. Further details would be included in the communication strategy including with escalation routes. The Director advised that there was commitment to provide residents with a handbook regarding items such as asbestos. The communications strategy would include flowcharts to enable residents to understand who they should contact and how.

The Director agreed to provide a gap analysis report in respect of the Reporting Committee agenda plan after the end of the year.

The Chair advised that the MWPB had requested that projects are not removed from reports until a projection completion report had been completed.

RESOLVED, that – the report was received, and its contents were noted.

## 7. GOVERNANCE REVIEW

The Committee received a report of the Executive Director of Community and Children's Services in respect of a report recommending a Governance Review of the Barbican Estate, commissioned to examine the current decision-making structures, stakeholder relationships, and statutory frameworks under which the Estate operates.

The Director described the proposal that had been received from Charles Russell Speechlys (CRS) and Inside the Box Advisory. The proposal had been circulated to House Group Chairs and their comments had been incorporated. He confirmed that the review was being funded by the City of London as landlord and would not be charged to leaseholders.

The Committee was informed that a review of overall Housing Governance within the City Corporation was expected to take place and that this report would be valuable for this review in relation to the Barbican Estate.

A Member highlighted that resident consultation was important and advocated that consultation with residents and stakeholders were undertaken at all stages. The Director advised that after feedback had been received in that regard, discussions had taken place with CRS who had agreed to engage with stakeholders during all phases which would assist CRS to provide an accurate report. Unfortunately, there had not been time to receive an updated report from CRS prior to the paper deadline. The Director also advised that the report would be published to all leaseholders and other stakeholders.

RESOLVED, that – the report was received and its contents noted.

## 8. 2024/25 BARBICAN ESTATE SERVICE CHARGES ACTUALS

The Committee received a report of the Executive Director of Community and Children's Services which presented the actual expenditure against the billed Estimate for the period 1st April 2024 – 31st March 2025.

Explanations had been provided for all estate-wide variances, noting that, overall, there had been an underspend of nearly £1.4 million.

During the discussion the following points were noted:

- A Member noted the discrepancy between heating and electricity costs and asked for a reasoning for this. The Director explained that the figures derived from usage and was based on kilowatt hour usage and not the percentage pound figure.
- The comparison to the estimate was discussed, particularly in respect of general repairs. A member noted that the current management team had not prepared the 2024/25 estimate and that this estimate had been the basis of the leaseholders' service charges during that year. The comparisons were, therefore, of interest, although a year-on-year review of the actual expenditure provided a better view of changes to costs. The figures would be circulated to leaseholders after they had been approved by the Barbican Residential Committee. It would not be possible to organise the adjustments by December 2025 and these would most likely be made at the end of March 2026.
- The Director advised the Committee that they were close to finalising the heating liability from previous years and it was hoped that these adjustments would also be made in March 2026. A Member encouraged officers to explain this to leaseholders and to send letters to individual flats in respect of the 2023/24 outturn, as the figures were currently only available online and with no narrative explanations. Officers agreed to advise leaseholders as soon as possible.
- Member asked why there had been 'Major Works' charges for asbestos and water tanks across a number of years. The Director explained that there were circa 300 water tanks across the Barbican Estate and work had been undertaken a few years ago that recommended immediate repairs including relining of some tanks and noted other tanks that required less immediate repairs. There remained many water tanks that would need attention over the coming years. Asbestos Management Plans were in place and were regularly updated. On occasion, site walks with contractors identified areas that had perhaps moved and where asbestos removal or recovering was required.
- A Member asked about the promised full and detailed breakdown of the Power Purchase Agreement (PPA) that the BEO and Energy colleagues had advised would be provided to the Committee. The Director noted that not all were clear on the charging metrics behind the agreement and he had received requests for more detail. The unit rate paid for electricity was not clear, and the implications of commercial rates versus residential rates and the City Corporation's VAT exemption. He confirmed that this would not impact service charges and would provide clarity to the RCC only. The

Director noted that it had been agreed at the previous SCWP meeting that, in future, The budgets would show the anticipated expenditure of electricity and the anticipated credits from the PPA, so that Members and leaseholders were advised the baseline electricity costs.

- The Committee were advised that there had been additional hardware and systems costs in 2024/25, due to roll-outs of hardware such as mobile phones to members of staff to ensure that they were connected to the City Corporation and to ensure that they had access to the appropriate tools, training and networks.
- In terms of charging for window cleaning, the Director advised that the current contractor had itemised the charging for each block, whereas previously the total contract costs had been apportioned by the BEO. He agreed to provide an explanatory report to a subsequent meeting.
- In response to a question, the Director advised that the costs of internal redecorations that had been charged to Andrewes House, even though no redecorations had occurred within the year, resulted from the cash-based accounting approach that was described in the non-annually recurring works section of the covering paper. The Director advised that a completion report on the internal redecorations programme would be brought to a future meeting; his team were close to completing their review of the project.
- A Member noted that residents of some terraced blocks had to ask the BEO to read their electricity meter. The Director thought that it would be charged to the relevant block and agreed to check the cost of this and whether it appeared in the service charges.

RESOLVED, that – the report was received and its contents noted.

## 9. DIRECTOR OF PROPERTY & ESTATE MANAGEMENT REPORT

The Committee received a report of the Executive Director of the Community and Children's Services in respect of a report providing Members with an overview of current activity and strategic developments across the Barbican Estate led by the Director of Property & Estate Management.

The Director drew the Members attention to the BEO's commitment to undertake a service charge apportionment review, to ensure that these are correct and reflected the inclusion of Frobisher House and other new flats.

The Director highlighted the position regarding the Building Safety Cases for the three towers. Some helpful guidance and information had been received from the Building Safety Regulator and their decision was now awaited on whether to issue a building assessment certificate in respect of the towers. Contingency plans have been prepared in the event that a certificate is not received and a new application is needed. The Director noted that 78% of applications across the industry had been unsuccessful. In response to a question, the Director confirmed that the costs of this application were landlord costs.

RESOLVED, that – the report was received, and its contents were noted.

## 10. OUTSTANDING ACTIONS

The Committee noted the actions tracker for the Barbican Estate Residents' Consultation Committee (RCC) and the Barbican Residential Committee (BRC).

The Director explained that, with respect to action 14, the variation in the Cromwell Tower estimate was due to differences in the condition of the lifts at the time of the original inspection and therefore might not be reflected in the tenders received.

During the discussion the following points were noted:

- A Member asked for further details of the annual audit of service charges (action 40) and if this was statutory requirement. The Director confirmed that a meeting of a subgroup of the SCWP had discussed the remit of the audit, with the aim of completing a full comprehensive audit for this first audit of the service charge accounts. He would advise when this became a statutory requirement.
- A member commented on the proposed review of the 2026/27 budget by the Reporting Committee (action 30) the Director noted that it had been agreed that the question as to whether he should chair the Reporting Committee would be considered by the Governance Review and advised that, if the review recommended that the Director no longer be Chair of the Reporting Committee, then he would stand down immediately. Both the Service Charge Working Party and the Reporting Committee will review the 2026/27 budget.
- Regarding the Barbican App (action 5), it was confirmed that the Head of Resident Services was now overseeing this work and that the BEO were still committed to delivering the app to residents by April 2026.
- The Director agreed to ensure that the Repairs and Maintenance principles (action 22) were updated and publicised to leaseholders.
- Members agreed to close actions 17, 20, 21 and those proposed closed in the action tracker.

## 16. WORKING PARTY UPDATES

### 11a. GARDEN ADVISORY GROUP

The Chair of the Garden Advisory Group thanked the City Gardeners for their maintenance of the Gardens and welcomed the Head of Resident Services who would be the point of contact for the gardens going forward.

A Member congratulated all those involved with the Barbican Wildlife Garden having recently won the London in Bloom award.

### 11b. SERVICE LEVEL AGREEMENT WORKING PARTY

The Chair of the Service Level Agreement Working Party (SLAWP) thanked the BEO team for providing the KPI data for the first six months of the calendar year. The Chair of the SLAWP advised that the SLAWP was concerned that the data showed a marked deterioration in the timeliness of repairs, with a drop in both the number of urgent repairs being addressed within 24 hours and those that were completed within 20 days. He asked that repairs and resident complaints be responded to more promptly.

The Chair of the SLAWP acknowledged that there were increasing problems with the lift services and encouraged officers to communicate to all residents and assist those with accessibility issues where possible.

The Chair of the SLAWP welcomed the initiative to widen the block inspections to include members of other teams, but expressed concern that residents were not being invited to take part. He also welcomed the helpful addition of the expenditure by contractor to the reports received by the SLAWP.

The Director advised that a schedule of inspections would be prepared and circulated to the House Chairs for review.

The Director agreed that the Organisation Chart should be amended to reflect that a team within DCCS handle the tracking of the BEO complaints; he would also advise the Service Charge Working Party of the cross charge for this service. He advised that the actual complaint investigations are usually undertaken by officers of the BEO.

#### **11c. CLIMATE AND ZERO CARBON WORKING PARTY**

*In line with Standing Order 39 the Committee agreed to extend the meeting by 15 minutes.*

The Chair was pleased to advised that, through an initiative started by the Barbican Association, an Interim Chair has been found for the Climate and Zero Carbon Working Party, together with a number of volunteers to serve on this working party.

It was agreed that Richard Setchim be appointed as Interim Chair for the Climate and Zero Carbon Working Party. He would be invited to future RCC meetings.

#### **11d. Service Charge Working Party (SCWP)**

The Chair of the SCWP noted that this working party had met a number of times since the previous RCC meeting and were pleased with the significant progress made by the Director and the Finance team. She thanked her colleagues for the work that they had undertaken in this period.

A meeting to discuss the 2026/27 service charge budget and the overhead recharges that were still an outstanding issue had been deferred and was being re-arranged.

A detailed review of the internal and external redecorations contracts and their delivery was being undertaken by the BEO and that all House groups had received the requested repairs and maintenance data.

The Chair of the SCWP advised that she was expecting a paper prior to the next RCC meeting regarding the issue of including flat numbers on reports.

#### **11e. Asset Management Working Party (AMWP)**

No meeting had been held since the previous RCC meeting. The Chair of the AMWP advised that he was planning to hold a close-out meeting as all outstanding matters had now been transferred.

### **12. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

A Member asked for further details regarding the pump costs for the lakes and the Director advised that a meeting with the Barbican Centre regarding the logistics of the pump equipment, and not costs, had taken place. However, any suggestions of material changes to cost allocations would need to be reviewed by the RCC, BRC and Barbican Centre Board.

The Director confirmed that Brandon Mews Canopy had been removed from the architectural works listed in the Balcony and Roof Renewal Programme as requested by the representative from Brandon Mews.

### **13. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

There was no other business.

### **14. PUBLIC APPENDIX - PHASE 1 IMPLEMENTATION**

Members noted the Public Appendix - Phase 1 Implementation.

### **15. BEO ORGANISATION CHART**

The Committee received a report of the Executive Director of Community and Children's Services in respect of the BEO Organisational Chart.

RESOLVED, that – the report was received and its contents were noted.

### **16. OUTSTANDING ACTIONS - SUPPLEMENTAL REPORT**

Members noted the supplemental actions tracker.

**The meeting ended at 8.38pm.**

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Chairman

**Contact Officer: Rhys Campbell**  
**Rhys.Campbell@cityoflondon.gov.uk**

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# Agenda Item 10b

## Service Charge Working Party Report to RCC, 26<sup>th</sup> January 2026

There have been two meetings since the last report to the RCC in November:

**13<sup>th</sup> January**, Service Charge budget 2026/27, reported in the RCC/BRC pack at Agenda 5

Members of the BEO Reporting Committee also attended this meeting.

(The meeting had been planned for some while earlier but had to be deferred while Dan and his team were diverted to deal with the emergency situation created when Thames Water failed to supply services to around 400 flats)

At the meeting we received detailed explanations of the forecast expenditure:

- Employees - down to costs of posts
- Repairs and maintenance - details from the planned preventative maintenance programme and some non-recurring works
- Future major works - the costs of the preparation/planning necessary to deliver the relevant projects in the major works programme.
- Electricity – net of the PPA

This was a step change - the first time we have received this level of detail and all members of the SCWP appreciated the willingness to share information, explain and discuss it.

I hope that we can build further on this major improvement and in future receive papers earlier with a written commentary on assumptions, calculations etc and sight of the RCC/BRC paper before it is finalised and distributed.

### **25<sup>th</sup> November – Heating Billing**

A second meeting was convened to further consider historical heating charges given the charging problems experienced in 2021/22 and 2022/23. As reported at the last RCC meeting Dan and Shruti had undertaken a detailed review to ensure that every invoice received in the period under review was appropriately allocated. At this meeting the outputs of this detailed exercise were reviewed. The results and any rebates/outstanding payments due will be undertaken in March. A detailed communication is being prepared by the BEO explaining the position for each House.

At last, the long outstanding issues around heating bills will have been resolved and we will start the new financial year with a clean sheet.

Other work:

1. A further meeting needs to be held on City of London Recharges, reviewing particularly what we have been charged historically and the justification.
2. A report of the 6-month actuals for 2025/26 ie current year, will be produced and reviewed by the end of the financial year. We would expect this to be available earlier in future years to ensure that the information can be used to inform the budgeting process for the following financial year.

Sandra Jenner,  
Chair, SCWP  
19<sup>th</sup> January 2026

Members:

Bernie Burrows  
Adam Hogg  
Helen Hudson  
Sandra Jenner – Chair  
Frits van Kempen  
Fred Rodgers  
Sally Spensley  
Dave Taylor  
Jo Boait, Chair RCC



## **Report of the Service Level Agreement Working Party to the Residents Consultation Committee for its meeting on 26<sup>th</sup> January 2026**

This working party met at 18.00 on 8<sup>th</sup> January 2026. Those present included Juliet McNamara (JM), Andrew Tong (AT), Jim Durcan (Chair), Luke Barton and Curtis Bannister-Pond.

Apologies were received from: Tony Swanson and Jane Smith.

The Chair welcomed all those present, particularly Curtis Bannister-Pond, Head of Resident Services, who was attending his first SLAWP meeting

### 1. KPI Data

The Working Party was pleased to receive the KPI data for the second quarter of the 2025-26 financial year (i.e. July – Sep 2025). Thanks were expressed to Luke Barton for all his efforts in pulling together this data and for his continuing work to make the data more informative e.g. the charts on contractor activity and types of repairs.

### 2. Complaints

There has been a marked improvement in complaint response rates. The KPI is that all complaints should be dealt with in 10 working days from acknowledgement of the complaint. The improvement from 57% in the first quarter to 88% in the second quarter represents a real improvement but is still below the required level. The Chair enquired whether, when the deadline for handling a complaint is extended by the officer concerned, the complaint is reported as being within the standard or not. Officers agreed to provide clarification on the issue.

### 3. Repairs

In the previous quarter less than 25% of urgent repairs were dealt within 24 hours. In the second quarter 65% of urgent repairs were responded to with 24 hours. This is a real improvement but still falls far short of the 95% standard. Officers suggested that part of the issue might lie in interface issues between Civica and contractors' own IT systems. The WP's understanding was that maintenance contracts required contractors to be able to interface effectively with Civica. Members wondered whether the issue lay with Civica which has been a source of difficulty over a number of years. If the issue is not Civica then it might appear that contract terms are not being met by contractors although this has not been reported to the Working Party or the RCC.

The standard for non-urgent repairs is that 95% should be completed within 20 working days. In the first quarter the actual percentage completed in that timescale was only 65%. In the second quarter the percentage of repairs reported as completed rose to 82%. The Working Party welcomed this improvement but noted the continuing shortfall. (In quarter 2 of 2024-25 the completion rate was 94%). Officers again raised the Civica - contractor IT interface as a possible explanation. An alternative explanation might be that the management of contractors is failing to ensure timely completion.

The Chair reported that he had recently been informed of a repair that had been cancelled after two failed attempts. He wondered what data existed on the number of repairs that are cancelled without being completed. In response to an officer enquiry he confirmed that the issue was not one of access as the repair impacted the podium and the balconies above. Officers agreed to look into the number of cancelled repairs and report back to the next meeting.

The Chair further reported that, at the November meeting of the Reporting Committee, it was reported that only repairs of £1500 or more were routinely scrutinised by officers. Given the relatively low average cost of repairs by block it seemed very likely that the great bulk of repairs are paid without scrutiny. Officers agreed to conduct a one off analysis of the number of repairs by the cost of each repair to establish the scale of the issue.

Officers reported that resident engineers check on some jobs completed by contractors. Currently no data is reported in the KPI section on the number of jobs that failed inspection. Officers agreed to look at this issue.

#### 4. Changes to systems and websites

The system for classifying the urgency of repairs was simplified in 2025. The WP noted that the paper promised by the Assistant Director on this topic – noted in the November 2025 report of this Working Party to the RCC – has not been forthcoming. The Working party noted the acknowledgement on the Corporation website that changes had been made in relation to repair reporting and SLAs. It is not clear what changes have been made as there has been no discussion with this Working Party.

AT emphasised the need for clarity and transparency in the website updating process, not just for the benefit of residents but to assist those officers not directly involved as well. Turnover of personnel inevitably means a loss of institutional knowledge unless processes and changes are fully documented.

#### 5 Messaging App

In Nov 2025 this WP reported that Assistant Director had said that the new messaging service would be deployed from January 1<sup>st</sup> 2026. It was disappointing to discover that this deadline has been missed. The Head of Resident Services reported that the new messaging app would be trialled by two groups from Thomas More House. The Head of Resident Services was unaware that the messaging app had previously been trialled by two groups of residents in March 2025. No firm date was available for the estate wide launch of the app.

JM asked about the arrangements being put in place to support residents when the app goes live. The response was that many staff, including CPAs, would be trained on the app and available to help residents. JM suggested that fostering resident support groups might be a further effective means of helping other residents. Officers agreed to look into the suggestion.

#### 6. Lifts

The WP welcomed the greater reporting on problems with individual lifts. Compared with 12 months earlier the picture is mixed but shows improvement in the towers. Performance of staircase lifts fell from 99.3% availability in the second quarter of 2024-25 to 97.7% in the second quarter of 2025-26; corridor lifts availability fell from 94.3% to 87% over the same period; while tower lift availability rose from 77.7% to 99%.

The WP congratulated the BEO on its handling of the water shortage in some of the western blocks following problems with a water main in Aldersgate. The BEO's communications to all residents, its rapid acquisition and distribution of bottled water and its arrangement for alternative shower arrangements for affected residents was regarded as a model for handling a crisis.

Members of the WP emphasised that lift outages, particularly in staircase blocks, were also crises, albeit on a much more smaller scale and urged the BEO to adapt its learning from the water crisis to improve its handling of small scale crises - lift outages, heating breakdowns, leaks – across the estate.

The WP expressed its disappointment at the continuing suggestion of data unreliability in relation to lift availability. This suggestion has been made repeatedly for more than two years without any data being made available that could support or deny it. The WP requested that officers substantiate the suggestion or drop it from the narrative.

JM, supported by AT, emphasised the absolute need for reliable data. Data that is not reliable fails to provide an effective foundation for decision making.

The paper on terrace block lifts, originally scheduled for the April 2025 RCC meeting, was not tabled at the November RCC. It would be helpful to clarify the timetable for this paper.

## 7. Resident Involvement in Block Inspections

The new regime of block inspections has not yet commenced. In the interim residents continue not to be involved in any inspections that do take place. The WP hoped that this unacceptable situation would be resolved very shortly.

## 8. Holiday lets

The WP noted that only one case of a flat being used as a holiday let was reported and that action was being pursued against the leaseholder. JM urged officers to communicate more widely and thoroughly their successes in dealing with holiday lets to discourage those who might be considering breaking the terms of their lease and to encourage reporting of such instances.

## 9. Spending on types of repairs and by blocks

Members highlighted the growth of spending in the 'Miscellaneous' category. Officers readily acknowledged that this was not as informative as they hoped and would take a further look at items in the category to see if they more properly belong elsewhere or if a new category was required.

AT, supported by other members of the working party, congratulated officers on the work being done to provide quarterly updates on repairs for each block.

Officers agreed to see whether the data on Garchey repairs and meter readings could be separated out to provide greater clarity.

## **10 Smart meters**

There was general agreement that it would be helpful to accelerate the installation of smart meters – it would free up some resident engineer time and simplify life for some residents. Officers explained that it was easier to install smart meters in corridor blocks than in towers and staircases. AT drew attention to an earlier commitment from the BEO to develop an effective standard operating procedure (SOP) for replacing existing meters with smart meters. The WP urged officers to look again at this issue which has proved problematic for many residents because of concerns about asbestos.

## **11. Spending by contractor in each quarter and bar chart of repairs by type**

The WP welcomed the continuing provision of data on spending by contractor in the quarter and welcomed the new bar chart showing the number and type of repairs. The continuing efforts of officers to find new ways of making the data more comprehensible was appreciated.

The Chair thanked the officers for their attendance, for their work in wrangling the data into usable forms and for the continuing improvements in that data. The Chair thanked the members of the working party for their active participation, engagement and suggestions.

The meeting closed at 7.05 pm

Barbican KPIs 2025-2026

Title of Indicator	Target from 2021/22	Apr- Jun 25	July - Sep 25	Oct - Dec 25	Jan - Mar 26	COMMENT
<b>Customer Care</b>						
To respond to complaints no later than 10 working days from the date of acknowledgement.	100%	57%	88%			7 out of 8 Complaints received in Q2 were responded to, within the timeframe. 2 further complaints were due for response after 30 September 2025
Complaints Escalated beyond stage one	na	1	1			1 Complaint escalated to Stage 2.(Policies)
Complaints Breakdown	na	XX	XX	XX	XX	5x Communications/Customer Service, 2x R&M, 1x Communal Outages (lighting), 1x Policies, 1x other
<b>Repairs &amp; Maintenance</b>						
Repairs by Type breakdown (see sheet 2)	na					
% 'Urgent' repairs (complete within 24 hours, D&P, P0, P1)	95%	24.3%	65.00%			Out of 106 orders raised 69 were completed in target. This shows some improvement on Q1, but below where we need them to be. There have been issues with exiting contractors IT interface with Civica which may still be impacting the figures.
P2, P3 P4 combined (P2 Non Emergency)	95%	65.50%	82.00%			Out of 827 Orders raised 676 were completed in target. As above, there have been issues with exiting contractors IT interface with Civica which may still be impacting the figures. The Barbican PS team are monitoring these figures closely as we move over to using Elkins in the interim.
Availability % of Barbican lifts (Staircase - top, Corridor - middle, Tower- bottom)	99%	96.45%	97.72%			Breton Lift 65 & Thomas More Lift 20 impacted the staircase score. Bunyan Lift 59 & Seddon Lift 14B significantly impacted the corridor stats, along with Ben Jonson 62 also having higher normal time OOS (DC (Daniel Castle, Contracts Manager) commented, Lift Reporting data may note be entirely reliable due to reporting system which is in the process of being updated).
	99%	90.05%	87.04%			
	99%	99.94%	99.03%			
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% / Partial 90%	3	N/A			Out of season
No. of requests for heating adjustments	na	16	N/A			This covers total number of requests for adjustments and/or faults
How many jobs failed inspection?	na					
<b>Estate Management</b>						
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good standard to outstanding	90%	95%	TBC			Apologies, available figures will be made available at the meeting. Joao Pereira (Supervisor) has been carrying out inspections to assist the House Officer, these have not been completed with Residents. Joao has also been completing weekly playground safety checks and Estatewide Inspections
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good standard to outstanding	80%	N/A	N/A			3x complaints received (3x missed) all reported to Services Manager and Window Cleaning Manager and resolved within 7 days
No. of Out of Hours reports	na	148	138			
No. of Home Improvement Applications received	na	22	21			
No. of residents signed up to the BEO bulletin	na	58 (2300)	53 (2351)			Note; we are currently pushing for Residents to update their details, even if they have already signed up, ahead of the app roll out (notices in blocks and repeated message in weekly bulletin
<b>Open Spaces</b>						
<b>Major Works</b>						
Short Term Holiday Lets	na	1	1			1x has reoccurred, currently being dealt with by C&CS (ongoing from Q1)
Lease Enforcement cases						

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Please note that this data is not definitive. It is the **orders raised**, not those invoiced and charged. Orders are subject to scrutiny by various officers in the repairs team to exclude duplications, call-backs, insurance claims, tenant recharges, landlord responsibilities and so on before service charge actuals are finalised. This 'snapshot' will give an approximate idea of the repairs raised during each quarter but does not provide accurate service chargeable information. Orders are not always correctly coded by category and 'Lauderdale Joint Office' repairs are charged to Service Charge under S&M budget, not Repairs.

Estate Totals Q1 April- June 2025-2026		
General	No. Orders	Total Value
To A Specific Address	1119	£401,893.17
Block Common Parts	348	£313,041.31
Barbican Estatewide	36	£33,747.57
Garchey	42	£32,416.32
Lauderdale Joint Office	25	£5,219.60
Barbican Rented	31	£13,490.02
Barbican Stores	10	£4,816.32
Insurance	18	£6,646.14
Recharge	5	£953.11
St Giles Church		
Trade Centre	8	£2,430.98
Car Parks	52	£19,503.51
<b>Total Jobs Raised</b>	<b>1694</b>	<b>£834,158.05</b>

Breakdown By Priority Level	No. Orders	Total Value
Damp and Mould	1	£125.00
P0 - 4 Hour Response	1	£2,605.64
P1 - 24 Hours	4	£2,881.16
P3 - Within 5 Days	29	£59,189.00
P4 - Within 20 Days	82	£132,581.86
Priority 1 - Emergency	88	£26,840.94
Priority 2 - Non Emergency	965	£606,360.61
Priority X - OOH Emergency	5	£3,573.84
RE/Garchey	519	
<b>Total Jobs Raised</b>	<b>1694</b>	<b>£834,158.05</b>

Breakdown By Category	No. Orders	Total Value	
Asbestos Management	30	£30,101.16	Slightly different categories have been used since last report.
Balconies (not WP)	14	£3,885.88	
Carpentry	58	£13,796.15	
Concrete Repairs	8	£2,906.64	
Decorating (not WP)	20	£7,998.22	
Dilapidations	1	£193.56	
Drains	109	£84,028.27	
Electrical Contract Servicing	2	£305.97	
Electrical Repairs	79	£82,048.80	
Expansion Joints (Not WP)	3	£2,866.83	
Fire Equipment	3	£321.50	
Fire Equipment - Contract	1	£30.00	
Frames - Doors & Windows (Not WP)	118	£48,542.97	
Glazing	45	£15,150.01	
Lifts	31	£114,136.23	
Locks Repairs/Purchase	75	£19,765.72	
Metalwork	136	£85,021.69	
Miscellaneous Works	61	£78,293.01	
Plumbing	153	£41,563.33	
RE/Garchey	519		
Roofs (Not WP)	3	£2.00	
Security Works	1	£2,366.80	
Tiling & Screeding	6	£6,267.74	
Underfloor Heating	1	£1,245.00	
Ventilation	41	£7,627.25	
Water Pen	172	£182,071.35	
Water Supply Works	3	£620.79	
(blank)	1	£3,001.18	
<b>Total</b>	<b>1694</b>	<b>£834,158.05</b>	

Breakdown By Block	No. flats	No. Orders	Total Value	Approx Value per Order	Appox cost per flat
Andrewes House	192	102	£64,388.05	£631.26	£335.35
Ben Jonson	204	179	£80,065.55	£447.29	£392.48
Brandon Mews	26	9	£2,224.80	£247.20	£85.57
Breton House	111	35	£25,060.56	£716.02	£225.77
Bryer Court	56	58	£21,122.57	£364.18	£377.19
Bunyan Court	69	63	£34,842.42	£553.05	£504.96
Cromwell Tower	111	63	£30,040.98	£476.84	£270.64
Defoe House	178	91	£72,084.14	£792.13	£404.97
Frobisher Crescent	69	44	£3,341.67	£75.95	£48.43
Gilbert House	88	92	£63,517.63	£690.41	£721.79
John Trundle Court	133	79	£39,601.79	£501.29	£297.76
Lambert Jones Mews	8	14	£4,701.72	£335.84	£587.72
Lauderdale Tower	117	98	£47,646.58	£486.19	£407.24
Mountjoy House	64	51	£5,911.00	£115.90	£92.36
Seddon House	75	67	£8,154.22	£121.70	£108.72
Shakespeare Tower	116	59	£25,469.52	£431.69	£219.56
Speed House	114	86	£38,071.24	£442.69	£333.96
The Postern	10	10	£28,139.37	£2,813.94	£2,813.94
Thomas More House	165	93	£59,665.42	£641.56	£361.61
Wallside	16	2	£440.00	£220.00	£27.50
Willoughby House	148	170	£59,502.75	£350.02	£402.05
<b>BLOCK TOTAL</b>		<b>1465</b>	<b>£713,991.98</b>	<b>£545.48</b>	<b>£429.50</b>

Included in Service Charge	No. Orders	Total Value
Barbican Estatewide	36	£33,747.57
Garchey	42	£32,416.32
Lauderdale Joint Office	25	£5,219.60
<b>INC TOTAL</b>	<b>103</b>	<b>£71,383.49</b>

Landlord/Other Totals	No. Orders	Total Value
Barbican Rented	31	£13,490.02
Barbican Stores	10	£4,816.32
Insurance	18	£6,646.14
Recharge	5	£953.11
St Giles Church		
Trade Centre	8	£2,430.98
Car Parks	52	£19,503.51
<b>LANDLORD/OTHER TOTAL</b>	<b>124</b>	<b>£47,840.08</b>

Estate Totals Q2 July-Sept 2025-2026			
	No. Orders	Total Value	
General			
To A Specific Address	979	£247,723.87	
Block Common Parts	268	£268,486.96	
Barbican Estatewide	35	£7,395.11	
Garchey	58	£72,605.29	
Lauderdale Joint Office	13	£20,503.75	
Barbican Rented	19	£33,569.04	
Barbican Stores	10	£2,022.43	
Insurance	6	£2,411.26	
Recharge	9	£2,649.15	
St Giles Church			
Trade Centre	3	£418.30	
Car Parks	38	£12,025.15	
<b>Total Jobs Raised</b>	<b>1438</b>	<b>£669,810.31</b>	

Breakdown By Priority Level	No. Orders	Total Value
Damp & Mould	4	£697.64
Priority 1 Emergency	96	£36,482.11
Priority 2 Non Emergency	815	£612,839.57
Priority 3	12	£17,233.65
Priority 4		
Priority X OOH Emergency	6	£2,557.34
Void		
Resident Engineers/Garchey	505	
<b>Total Jobs Raised</b>	<b>1438</b>	<b>£669,810.31</b>

Breakdown By Category	No. Orders	Total Value
Asbestos Data	20	£35,965.00
BE Balconies (not water pen)	10	£997.70
BE Carpentry	57	£14,842.65
BE Concrete Repairs	6	£4,854.96
BE Decorating (Not Water Pen)	19	£7,498.17
BE Dilapidations	7	£10,855.77
BE Drains	130	£90,318.81
BE Electrical Repairs	49	£37,057.36
BE Fire Equipment	2	£200.00
BE Frames - Doors & Windows (not Water Pen)	82	£26,638.39
BE Glazing	18	£6,060.97
BE Heating	3	£4,425.00
BE Lifts	28	£109,769.51
BE Lightning Conductors	3	£404.40
BE Locks Repairs/Purchase	65	£16,744.11
BE Metalwork	72	£21,448.30
BE Miscellaneous Works	38	£69,252.92
BE Plumbing	105	£30,643.50
BE Roofs (not Water Pen)	6	£47,210.52
BE Security Works	13	£32,390.55
BE Structural Repairs	3	£15,108.36
BE Tiling & Screeding	5	£4,199.11
BE Underfloor Heating	2	£2,485.00
BE Ventilation	52	£7,749.90
BE Water Penetration	127	£55,185.45
RE/Garchey	505	
Res/Sur/Gar	1	£100.00
Water Supply Works	9	£17,328.90
Windows Replacement	1	£75.00
<b>Total</b>	<b>1438</b>	<b>£669,810.31</b>

Breakdown By Block	No. flats	No. Orders	Total Value	Approx Value per Order	Appox cost per flat
Andrewes House	192	76	£33,501.11	£440.80	£174.48
Ben Jonson	204	181	£79,438.37	£438.89	£389.40
Brandon Mews	26	5	£1,016.25	£203.25	£39.09
Breton House	111	59	£26,506.35	£449.26	£238.80
Bryer Court	56	43	£14,003.39	£325.66	£250.06
Bunyan Court	69	45	£21,112.46	£469.17	£305.98
Cromwell Tower	111	47	£21,766.09	£463.11	£196.09
Defoe House	178	99	£56,976.95	£575.52	£320.10
Frobisher Crescent	69	54	£5,451.31	£100.95	£79.00
Gilbert House	88	83	£37,925.57	£456.93	£430.97
John Trundle Court	133	61	£21,261.38	£348.55	£159.86
Lambert Jones Mews	8	19	£5,604.03	£294.95	£700.50
Lauderdale Tower	117	69	£76,331.37	£1,106.25	£652.40
Mountjoy House	64	58	£7,756.89	£133.74	£121.20
Seddon House	75	62	£19,714.27	£317.97	£262.86
Shakespeare Tower	116	47	£25,502.68	£542.61	£219.85
Speed House	114	52	£21,746.75	£418.21	£190.76
The Postern	10	8	£1,223.91	£152.99	£122.39
Thomas More House	165	66	£21,831.73	£330.78	£132.31
Wallside	16	1	£125.00	£125.00	£7.81
Willoughby House	148	114	£17,414.97	£152.76	£117.67
<b>BLOCK TOTAL</b>		<b>1249</b>	<b>£516,210.83</b>	<b>£373.68</b>	<b>£243.41</b>

Included in Service Charge	No. Orders	Total Value
Barbican Estatewide	35	£7,395.11
Garchey	58	£72,605.29
Lauderdale Joint Office	13	£20,503.75
<b>INC TOTAL</b>	<b>106</b>	<b>£100,504.15</b>

Landlord/Other Totals	No. Orders	Total Value
Barbican Rented	19	33569.04
Barbican Stores	10	2022.43
Insurance	6	2411.26
Recharge	9	2649.15
St Giles Church		
Trade Centre	3	418.3
Car Parks	38	12012.15
<b>LANDLORD/OTHER TOTAL</b>	<b>85</b>	<b>53082.33</b>

Estate Totals Q3 2025-2026		
General	No. Orders	Total Value
To A Specific Address		
Block Common Parts		
Barbican Estatewide		
Garchey		
Lauderdale Joint Office		
Barbican Rented		
Barbican Stores		
Insurance		
Recharge		
St Giles Church		
Trade Centre		
Car Parks		
Total Jobs Raised	1828	877617

Breakdown By Priority Level	No. Orders	Total Value
Priority 0		
Priority 1		
Priority 2		
Priority 3		
Priority 4		
Priority E		
Void		
Resident Engineers/Garchey		

Breakdown By Category	No. Orders	Total Value
Asbestos Management		
Balconies (not WP)		
Carpentry		
Concrete		
Decs not WP		
Dilapidations		
Drains		
Drains (garchey)		
Electrical		
Emergency lighting		
Entryphones		
Fire Equip		
Frames (not WP)		
Glazing		
Heating		
Lakes		
Lifts		
Lightning Conductors		
Locks/Doors		
Metalwork		
Miscellaneous		
Plumbing		
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs		
Tiling & Screeding		
Ventilation		
Water Penetration		
Resident / Garchey Engineers		
Metwin (miscoded)		

Breakdown By Block	No. flats	No. Orders	Total Value	Approx Value per Order	Appox cost per flat
Andrewes House	192			#DIV/0!	£0.00
Ben Jonson	204			#DIV/0!	£0.00
Brandon Mews	26			#DIV/0!	£0.00
Bretton House	111			#DIV/0!	£0.00
Bryer Court	56			#DIV/0!	£0.00
Bunyan Court	69			#DIV/0!	£0.00
Cromwell Tower	111			#DIV/0!	£0.00
Defoe House	178			#DIV/0!	£0.00
Frobisher Crescent	69			#DIV/0!	£0.00
Gilbert House	88			#DIV/0!	£0.00
John Trundle Court	133			#DIV/0!	£0.00
Lambert Jones Mews	8			#DIV/0!	£0.00
Lauderdale Tower	117			#DIV/0!	£0.00
Mountjoy House	64			#DIV/0!	£0.00
Seddon House	75			#DIV/0!	£0.00
Shakespeare Tower	116			#DIV/0!	£0.00
Speed House	114			#DIV/0!	£0.00
The Postern	10			#DIV/0!	£0.00
Thomas More House	165			#DIV/0!	£0.00
Wallside	16			#DIV/0!	£0.00
Willoughby House	148			#DIV/0!	£0.00
<b>BLOCK TOTAL</b>		<b>0</b>	<b>0</b>	<b>#DIV/0!</b>	<b>£0.00</b>

Included in Service Charge	No. Orders	Total Value
Barbican Estatewide		
Garchey		
Lauderdale Joint Office		
<b>INC TOTAL</b>	<b>0</b>	<b>0</b>

Landlord/Other Totals	No. Orders	Total Value
Barbican Rented		
Barbican Stores		
Insurance		
Recharge		
St Giles Church		
Trade Centre		
Car Parks		
<b>LANDLORD/OTHER TOTAL</b>	<b>0</b>	<b>0</b>

Estate Totals Q4 2025-2026		
	No. Orders	Total Value
General		
To A Specific Address		
Block Common Parts		
Barbican Estatewide		
Garchey		
Lauderdale Joint Office		
Barbican Rented		
Barbican Stores		
Insurance		
Recharge		
St Giles Church		
Trade Centre		
Car Parks		
<b>Total Jobs Raised</b>	<b>1871</b>	<b>808616.55</b>

Breakdown By Priority Level		
	No. Orders	Total Value
Priority 0		
Priority 1		
Priority 2		
Priority 3		
Priority 4		
Priority E		
Void		
Resident Engineers/Garchey		

Breakdown By Category		
	No. Orders	Total Value
Asbestos Management		
Balconies (not WP)		
Carpentry		
Concrete Repairs		
Decorating		
Drains		
Electrical Repairs		
Expansion Joints (not WP)		
Fire Equipment		
Frames (not WP)		
Glazing		
HRA - General*		
Insurance Works		
Lakes		
Lifts		
Locks		
Metalwork		
Miscellaneous Works		
Plumbing		
RE/Garchey		
Res/Sur/Gar		
Roofs (not WP)		
Structrural Repairs		
Tiling and Screeding		
Underfloor Heating		
Vent Cleaning		
Ventilation		
Water Penetration		
Water Supply Works		
Windows Replacement		
(blank)		

Breakdown By Block	No. flats	No. Orders	Total Value	Approx Value per Order	Appox cost per flat
Andrewes House	192			#DIV/0!	£0.00
Ben Jonson	204			#DIV/0!	£0.00
Brandon Mews	26			#DIV/0!	£0.00
Breton House	111			#DIV/0!	£0.00
Bryer Court	56			#DIV/0!	£0.00
Bunyan Court	69			#DIV/0!	£0.00
Cromwell Tower	111			#DIV/0!	£0.00
Defoe House	178			#DIV/0!	£0.00
Frobisher Crescent	69			#DIV/0!	£0.00
Gilbert House	88			#DIV/0!	£0.00
John Trundle Court	133			#DIV/0!	£0.00
Lambert Jones Mews	8			#DIV/0!	£0.00
Lauderdale Tower	117			#DIV/0!	£0.00
Mountjoy House	64			#DIV/0!	£0.00
Seddon House	75			#DIV/0!	£0.00
Shakespeare Tower	116			#DIV/0!	£0.00
Speed House	114			#DIV/0!	£0.00
The Postern	10			#DIV/0!	£0.00
Thomas More House	165			#DIV/0!	£0.00
Wallside	16			#DIV/0!	£0.00
Willoughby House	148			#DIV/0!	£0.00
<b>BLOCK TOTAL</b>		<b>0</b>	<b>0</b>	<b>#DIV/0!</b>	<b>£0.00</b>

Included in Service Charge	No. Orders	Total Value
Barbican Estatewide		
Garchey		
Lauderdale Joint Office		
<b>INC TOTAL</b>	<b>0</b>	<b>0</b>

Landlord/Other Totals	No. Orders	Total Value
Barbican Rented		
Barbican Stores		
Insurance		
Recharge		
St Giles Church		
Trade Centre		
Car Parks		
<b>LANDLORD/OTHER TOTAL</b>	<b>0</b>	<b>0</b>

<b>Estate Totals Q2 2024-25</b>			
General		No. Orders	Total Value
To A Specific Address		1047	272618
Block Common Parts		488	572508
Barbican Estatewide		44	17333
Garchey		96	30299
Lauderdale Joint Office		16	4449
Barbican Rented		75	24950
Barbican Stores		13	1999
Insurance		41	23458
Recharge		11	1374
St Giles Church		1	84
Trade Centre		3	0
Car Parks		53	14153
<b>Total Jobs Raised</b>		<b>1686</b>	<b>901711.88</b>

<b>Breakdown By Priority Level</b>		No. Orders	Total Value
Priority 0		26	6646
Priority 1		170	86528
Priority 2		138	31924
Priority 3		233	128753
Priority 4		406	645502
Priority E		1	569
Void		4	1791
Resident Engineers/Garchey		708	0

<b>Breakdown By Category</b>		No. Orders	Total Value
Asbestos Management		43	128836
Balconies (not WP)			
Carpentry		75	42459
Concrete		2	267
Decs not WP		8	10357
Dilapidations		18	27256
Drains		114	61391
Drains (garchey)			
Electrical		50	269017
Emergency lighting		11	5925
Entryphones		1	19
Fire Equip		11	18565
Frames (not WP)		18	2888
Glazing		37	23414
Heating		9	7486
Lakes		1	281
Lifts		34	11594
Lightning Conductors			
Locks/Doors		74	11329
Metalwork		83	14405
Miscellaneous			
Plumbing		98	49945
Podium Contract/Routine			
Roofs (not WP)		1	1
Security			
Structural Repairs			
Tiling & Screeding		12	4670
Ventilation		48	7872
Water Penetration		171	171943
Resident / Garchey Engineers		708	
Metwin (miscoded)			

<b>Breakdown By Block</b>	<b>No. flats</b>	<b>No. Orders</b>	<b>Total Value</b>	<b>Approx Value per Order</b>	<b>Appox cost per flat</b>
Andrewes House	192	66	114053	£1,728.08	£594.03
Ben Jonson	204	191	75431	£394.93	£369.76
Brandon Mews	26	10	7454	£745.40	£286.69
Breton House	111	54	25220	£467.04	£227.21
Bryer Court	56	46	19984	£434.43	£356.86
Bunyan Court	69	67	23539	£351.33	£341.14
Cromwell Tower	111	68	39236	£577.00	£353.48
Defoe House	178	83	85713	£1,032.69	£481.53
Frobisher Crescent	69	72	13420	£186.39	£194.49
Gilbert House	88	63	20291	£322.08	£230.58
John Trundle Court	133	62	62607	£1,009.79	£470.73
Lambert Jones Mews	8	5	2614	£522.80	£326.75
Lauderdale Tower	117	80	26977	£337.21	£230.57
Mountjoy House	64	50	15760	£315.20	£246.25
Seddon House	75	67	12453	£185.87	£166.04
Shakespeare Tower	116	73	46211	£633.03	£398.37
Speed House	114	56	46601	£832.16	£408.78
The Postern	10	4	2962	£740.50	£296.20
Thomas More House	165	84	114263	£1,360.27	£692.50
Wallside	16	3	2215	£738.33	£138.44
Willoughby House	148	143	30788	£215.30	£208.03
<b>BLOCK TOTAL</b>	<b>1347</b>	<b>787792</b>	<b>£584.85</b>		<b>£334.21</b>

<b>Included in Service Charge</b>	<b>No. Orders</b>	<b>Total Value</b>
Barbican Estatewide	44	17333
Garchey	96	30299
Lauderdale Joint Office	16	4449
<b>INC TOTAL</b>	<b>156</b>	<b>52081</b>

<b>Landlord/Other Totals</b>	<b>No. Orders</b>	<b>Total Value</b>
Barbican Rented	75	24950
Barbican Stores	13	1999
Insurance	41	23458
Recharge	11	1374
St Giles Church	1	84
Trade Centre	3	0
Car Parks	53	14153
<b>LANDLORD/OTHER TOTAL</b>	<b>197</b>	<b>66018</b>

<b>Q2 July - Sept 2025-2026</b>		
<b>ANDREWES (192 flats)</b>		
General		
Total Jobs Raised	76	33501.11
To A Specific Address	58	21684.36
Common Parts	18	11816.75
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>	3	715.21
<b>Priority 2 - Non Emergency</b>	50	32785.9
<b>Priority X - OOH Emergency</b>		
<b>Damp &amp; Mould</b>		
Priority 3		
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	23	
Breakdown By Category		
Asbestos Management	2	3460
Balconies (not WP)		
Carpentry	3	403.47
Concrete		
Decs not WP	1	125
Dilapidations		
Drains		
Drains (garchey)		
Electrical	2	1575.5
Expansion Joints (not WP)		
Emergency lighting		
Entryphones		
Fire Equip		
Frames (not WP)	4	1208.57
Glazing	1	75
Heating		
HRA General*		
Lifts	1	3812.4
Lightning Conductors	1	75
Locks/Doors	4	689.85
Metalwork	5	974.48
Miscellaneous		
Plumbing	5	674.17
Podium Contract/Routine		
Roofs (not WP)		
Security	3	17757.14
Structural Repairs		
Tiling & Screeding		
Vent Cleaning		
Ventilation	7	1044.66
Water Penetration	14	1625.87
Water Supply Works		
Resident / Garchey Engineers	23	
<b>Totals</b>	<b>76</b>	<b>33501.11</b>

<b>BUNYAN (69 flats)</b>		
General		
Total Jobs Raised	45	21112.46
To A Specific Address	38	3579.39
Common Parts	7	17533.07
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>	1	302.21
<b>Priority 2 - Non Emergency</b>	16	18641.12
<b>Priority X - OOH Emergency</b>		
<b>Damp &amp; Mould</b>	1	372.64
Priority 3	1	1796.49
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	26	
Breakdown By Category		
Asbestos Management		
Balconies (not WP)		
Carpentry		
Concrete	1	216.73
Decs not WP	1	75
Dilapidations	1	125
Drains		
Drains (garchey)		
Electrical	1	984
Emergency lighting		
Expansion Joints (not WP)		
Entryphones		
Fire Equip		
Frames (not WP)	3	1012.04
Glazing		
Heating		
Lifts	1	10958
Lightning Conductors		
Locks/Doors		
Metalwork		
Miscellaneous	1	1796.49
Plumbing	1	235.06
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs		
Tiling & Screeding		
Vent Cleaning		
Ventilation	2	323.22
Water Penetration	6	1150.07
Water Supply Works	1	4236.85
Windows Replacement		
Resident / Garchey Engineers	26	
<b>Total</b>	<b>45</b>	<b>21112.46</b>

<b>JOHN TRUNDLE (133 flats)</b>		
General		
Total Jobs Raised	61	21261.38
To A Specific Address	39	6986.4
Common Parts	22	14274.98
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>	4	1257.05
<b>Priority 2 - Non Emergency</b>	48	18836.48
<b>Priority X - OOH Emergency</b>		
<b>Damp &amp; Mould</b>		
Priority 3	1	1167.85
Priority 4		
Priority 1		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	8	
Breakdown By Category		
Asbestos Management	3	800
Balconies (not WP)	1	
Carpentry	1	125
Concrete		
Decs not WP	4	1902.9
Dilapidations		
Drains	4	671.29
Drains (garchey)		
Electrical	2	633
Emergency lighting		
Entryphones		
Fire Equip	1	100
Frames (not WP)	5	1774.96
Glazing	1	795.27
Heating		
Lifts	1	2979.56
Lightning Conductors		
Locks/Doors	6	1741.84
Metalwork	3	534.27
Miscellaneous	1	1167.85
Plumbing	6	3497.3
Podium Contract/Routine		
Roofs (not WP)		
Security	2	2564.74
Structural Repairs		
Tiling & Screeding		
Vent Cleaning		
Ventilation	5	548.22
Water Penetration	7	1425.18
Water Supply Works		
Windows Replacement		
Resident / Garchey Engineers	8	
<b>Total</b>	<b>61</b>	<b>21261.38</b>

<b>SHAKESPEARE (116 flats)</b>		
General		
Total Jobs Raised	47	25502.68
To A Specific Address	32	6604.63
Common Parts	15	18898.05
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>	4	511.21
<b>Priority 2 - Non Emergency</b>	37	23295.05
<b>Priority X - OOH Emergency</b>		
<b>Damp &amp; Mould</b>		
Priority 3	1	1696.42
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	5	
Breakdown By Category		
Asbestos Management		
Balconies (not WP)	1	75
Carpentry	4	1503.48
Concrete		
Decs not WP	1	103.46
Dilapidations		
Drains	2	454.87
Drains (garchey)		
Electrical	3	2879
Emergency lighting		
Entryphones		
Fire Equip		
Frames (not WP)	6	2443.24
Glazing		
Heating		
Lifts	1	2654.3
Lightning Conductors		
Locks/Doors		
Metalwork	2	2363
Miscellaneous	6	10212.47
Plumbing	6	925.55
Podium Contract/Routine		
Roofs (not WP)		
Security	1	714.28
Structural Repairs		
Tiling & Screeding	1	75
Vent Cleaning		
Ventilation	4	559.83
Water Penetration	4	539.2
Water Supply Works		
Resident / Garchey Engineers	5	
<b>Total</b>	<b>47</b>	<b>25502.68</b>

<b>WILLOUGHBY (148 flats)</b>		
General		
Total Jobs Raised	114	17414.97
To A Specific Address	91	3574.36
Common Parts	23	13840.61
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>		
<b>Priority 2 - Non Emergency</b>	36	17020.32
<b>Priority X - OOH Emergency</b>	1	319.65
<b>Damp &amp; Mould</b>	1	75
Priority 3		
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	76	
Breakdown By Category		
Asbestos Management		
Balconies (not WP)		
Carpentry	1	75
Concrete		
Decs not WP	1	301.14
Dilapidations	1	403
Drains		
Drains (garchey)		
Electrical		
Emergency lighting		
Entryphones		
Fire Equip		
Frames (not WP)	3	1128.3
Glazing		
Heating		
Lifts	5	7400
Lightning Conductors		
Locks/Doors	6	1573.17
Metalwork	10	3008.06
Miscellaneous	1	318.88
Plumbing	1	461.86
Podium Contract/Routine		
Roofs (not WP)		
Security	1	1540.5
Structural Repairs		
Tiling & Screeding		
Ventilation		
Water Penetration	8	1205.06
Water Supply Works		
Resident / Garchey Engineers	76	
<b>Total</b>	<b>114</b>	<b>17414.97</b>

<b>BEN JONSON (204 flats)</b>		
General		
Total Jobs Raised	181	79438.37
To A Specific Address	154	29798.13
Common Parts	27	49640.24
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>	4	635.2
<b>Priority 2 - Non Emergency</b>	69	78503.17
<b>Priority X - OOH Emergency</b>	1	175
<b>Damp &amp; Mould</b>	1	125
Priority 3		
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	106	
Breakdown By Category		
Asbestos Management		
Balconies (not WP)	1	75
Carpentry	4	848.66
Concrete	4	4086.92
Decs not WP	2	469.33
Dilapidations	1	125
Drains	2	111.88
Drains (garchey)		
Electrical	4	6281
Expansion Joints (not WP)		
Emergency lighting		
Entryphones		
Fire Equip	1	100
Frames (not WP)	9	2300.81
Glazing	4	1125.08
Heating		
HRA General*		
Lifts	6	17904.75
Lightning Conductors		
Locks/Doors	6	1725.04
Metalwork	5	684.41
Miscellaneous	2	2159.21
Plumbing	2	300
Podium Contract/Routine		
Roofs (not WP)	2	0
Security	1	5241.12
Structural Repairs		
Tiling & Screeding		
Vent Cleaning		
Ventilation	3	653.45
Water Penetration	15	27817.76
Water Supply Works	1	7428.95
Resident / Garchey Engineers	106	
<b>Totals</b>	<b>181</b>	<b>79438.37</b>

<b>CROMWELL (111 flats)</b>		
General		
Total Jobs Raised	47	21766.09
To A Specific Address	37	7474.77
Common Parts	9	14291.32
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>	3	512.98
<b>Priority 2 - Non Emergency</b>	35	19556.69
<b>Priority X - OOH Emergency</b>		
<b>Damp &amp; Mould</b>		
Priority 3	1	1696.42
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	8	
Breakdown By Category		
Asbestos Management		
Balconies (not WP)		
Carpentry	5	1128.14
Concrete		
Decs not WP		
Dilapidations		
Drains	4	738.74
Drains (garchey)		
Electrical	7	8939.95
Emergency lighting		
Expansion Joints (not WP)		
Entryphones		
Fire Equip		
Frames (not WP)	2	150
Glazing		
Heating		
Lifts		
Lightning Conductors		
Locks/Doors	1	217.16
Metalwork	2	510.58
Miscellaneous	1	1696.42
Plumbing	8	4146.08
Podium Contract/Routine		
Roofs (not WP)		
Security	1	538.92
Structural Repairs		
Tiling & Screeding	2	3100.1
Vent Cleaning		
Ventilation	2	150
Water Penetration	3	375
Water Supply Works	1	75
Windows Replacement		
Resident / Garchey Engineers	8	
<b>Total</b>	<b>47</b>	<b>21766.09</b>

<b>LAMBERT JONES 8 flats)</b>		
General		
Total Jobs Raised	19	5604.03
To A Specific Address	17	5081.32
Common Parts	2	522.71
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>		
<b>Priority 2 - Non Emergency</b>	18	5604.03
<b>Priority X - OOH Emergency</b>		
<b>Damp &amp; Mould</b>		
Priority 3		
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	1	
Breakdown By Category		
Asbestos Management	1	3515
Balconies (not WP)		
Carpentry		
Concrete		
Decs not WP		
Dilapidations		
Drains	16	1790.08
Drains (garchey)		
Electrical		
Emergency lighting		
Entryphones		
Fire Equip		
Frames (not WP)		
Glazing		
Heating		
Lifts		
Lightning Conductors		
Locks/Doors		
Metalwork		
Miscellaneous		
Plumbing		
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs		
Tiling & Screeding		
Vent Cleaning		
Ventilation		
Water Penetration		
Water Supply Works	1	298.95
Windows Replacement		
Resident / Garchey Engineers	1	
<b>Total</b>	<b>19</b>	<b>5604.03</b>

<b>SPEED (114 flats)</b>		
General		
Total Jobs Raised	52	21746.75
To A Specific Address	37	15679.76
Common Parts	14	6066.99
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>	1	1
<b>Priority 2 - Non Emergency</b>	35	18852.18
<b>Priority X - OOH Emergency</b>		
<b>Damp &amp; Mould</b>		
Priority 3	3	2893.57
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	13	
Breakdown By Category		
Asbestos Management	3	7870
Balconies (not WP)		
Carpentry	2	617.65
Concrete		
Decs not WP		
Dilapidations		
Drains	2	125
Drains (garchey)		
Electrical	3	649.25
Emergency lighting		
Entryphones		
Fire Equip		
Frames (not WP)	4	1598.49
Glazing		
Heating	1	1375
Lifts	2	3386
Lightning Conductors		
Locks/Doors	2	445.12
Metalwork	3	348.12
Miscellaneous	1	1353.57
Plumbing	8	1273.9
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs		
Tiling & Screeding		
Vent Cleaning		
Ventilation	1	75
Water Penetration	7	2629.65
Water Supply Works		
Resident / Garchey Engineers	13	
<b>Total</b>	<b>52</b>	<b>21746.75</b>



<b>BRANDON MEWS (26 Flats)</b>		
General		
Total Jobs Raised	5	1016.25
To A Specific Address	4	659.06
Common Parts	1	357.19
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>		
<b>Priority 2 - Non Emergency</b>	4	1016.25
<b>Priority X - OOH Emergency</b>		
<b>Damp &amp; Mould</b>		
Priority 3		
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	1	
Breakdown By Category		
Asbestos Management		
Balconies (not WP)		
Carpentry	1	357.19
Concrete		
Decs not WP		
Dilapidations	1	434.06
Drains		
Drains (garchey)		
Electrical		
Expansion Joints (not WP)		
Emergency lighting		
Entryphones		
Fire Equip		
Frames (not WP)		
Glazing		
Heating		
HRA General*		
Lifts		
Lightning Conductors		
Locks/Doors		
Metalwork		
Miscellaneous	2	225
Plumbing		
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs		
Tiling & Screeding		
Vent Cleaning		
Ventilation		
Water Penetration		
Water Supply Works		
Resident / Garchey Engineers	1	
<b>Total</b>	<b>5</b>	<b>1016.25</b>

<b>DEFOE (178 flats)</b>		
General		
Total Jobs Raised	99	56976.95
To A Specific Address	75	24449.17
Common Parts	24	32527.78
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>	7	1510.88
<b>Priority 2 - Non Emergency</b>	70	55466.07
<b>Priority X - OOH Emergency</b>		
<b>Damp &amp; Mould</b>		
Priority 3		
Priority 4		
Damp & Mould		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	22	
Breakdown By Category		
Asbestos Management	8	15920
Balconies (not WP)		
Carpentry	2	618.29
Concrete		
Decs not WP	1	75
Dilapidations	1	75
Drains	5	276
Drains (garchey)		
Electrical	6	5413
Emergency lighting		
Expansion Joints (not WP)		
Entryphones		
Fire Equip		
Frames (not WP)	8	1386.98
Glazing		
Heating		
Lifts	4	18504.12
Lightning Conductors	1	100
Locks/Doors	4	1184.05
Metalwork	5	831.03
Miscellaneous	3	5206.67
Plumbing	9	1255.84
Podium Contract/Routine		
Roofs (not WP)	1	125.66
Security	1	1322.29
Structural Repairs	1	0
Tiling & Screeding		
Vent Cleaning		
Ventilation	9	1649.25
Water Penetration	7	475.87
Water Supply Works	1	2557.9
Windows Replacement		
Resident / Garchey Engineers	22	
<b>Total</b>	<b>99</b>	<b>56976.95</b>

<b>LAUDERDALE (117 flats)</b>		
General		
Total Jobs Raised	69	76331.37
To A Specific Address	45	64185.25
Common Parts	24	12146.12
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>	9	1338.28
<b>Priority 2 - Non Emergency</b>	51	73588.81
<b>Priority X - OOH Emergency</b>	1	265
<b>Damp &amp; Mould</b>		
Priority 3	1	1139.28
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	7	
Breakdown By Category		
Asbestos Management		
Balconies (not WP)		
Carpentry	5	1371.33
Concrete	1	693.04
Decs not WP	1	75
Dilapidations	2	9693.71
Drains	7	1287.09
Drains (garchey)		
Electrical	2	615
Emergency lighting		
Entryphones		
Fire Equip		
Frames (not WP)	8	5686.77
Glazing	1	75
Heating	3	2485
Lifts		
Lightning Conductors		
Locks/Doors	2	357.19
Metalwork	6	1029.63
Miscellaneous	2	5989.28
Plumbing	9	4053.08
Podium Contract/Routine		
Roofs (not WP)	2	39314.51
Security	1	1425.86
Structural Repairs		
Tiling & Screeding	1	1023.01
Vent Cleaning		
Ventilation	5	634.83
Water Penetration	3	447.04
Water Supply Works		
Windows Replacement	1	75
Resident / Garchey Engineers	7	
<b>Total</b>	<b>69</b>	<b>76331.37</b>

<b>THE POSTERN (10 flats)</b>		
General		
Total Jobs Raised	8	1223.91
To A Specific Address	3	421.06
Common Parts	5	802.85
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>		
<b>Priority 2 - Non Emergency</b>	7	1223.91
<b>Priority X - OOH Emergency</b>		
<b>Damp &amp; Mould</b>		
Priority 3		
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	1	
Breakdown By Category		
Asbestos Management		
Balconies (not WP)		
Carpentry	1	346.06
Concrete		
Decs not WP		
Dilapidations		
Drains		
Drains (garchey)		
Electrical		
Emergency lighting		
Entryphones		
Fire Equip		
Frames (not WP)	2	315
Glazing		
Heating		
Lifts		
Lightning Conductors		
Locks/Doors	1	125
Metalwork		
Miscellaneous		
Plumbing	1	75
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs		
Tiling & Screeding		
Vent Cleaning		
Ventilation		
Water Penetration	1	
Water Supply Works	1	362.85
Resident / Garchey Engineers	1	
<b>Total</b>	<b>8</b>	<b>1223.91</b>



<b>BRETON (111 flats)</b>		
General		
Total Jobs Raised	59	26506.35
To A Specific Address	42	5545.4
Common Parts	17	20960.95
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>	3	537.98
<b>Priority 2 - Non Emergency</b>	42	23449.9
<b>Priority X - OOH Emergency</b>	1	843.48
<b>Damp &amp; Mould</b>		
Priority 3	1	1674.99
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	12	
Breakdown By Category		
Asbestos Management	1	200
Balconies (not WP)		
Carpentry	4	1205.26
Concrete		
Decs not WP		
Dilapidations		
Drains	3	237.75
Drains (garchey)		
Electrical	1	450
Expansion Joints (not WP)		
Emergency lighting		
Entryphones		
Fire Equip		
Frames (not WP)	4	710.7
Glazing	1	75
Heating		
HRA General*		
Lifts	2	14412.88
Lightning Conductors		
Locks/Doors	3	661.62
Metalwork	4	579.53
Miscellaneous	1	1674.99
Plumbing	9	3333.59
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs		
Tiling & Screeding		
Vent Cleaning		
Ventilation	3	641.78
Water Penetration	10	1954.25
Water Supply Works	1	369
Resident / Garchey Engineers	12	
<b>Total</b>	<b>59</b>	<b>26506.35</b>

<b>FROBISHER (69 flats)</b>		
General		
Total Jobs Raised	54	5451.31
To A Specific Address	47	900.92
Common Parts	7	4550.39
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>	1	125
<b>Priority 2 - Non Emergency</b>	11	5326.31
<b>Priority X - OOH Emergency</b>		
<b>Damp &amp; Mould</b>		
Priority 3		
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	42	
Breakdown By Category		
Asbestos Management		
Balconies (not WP)	1	75
Carpentry		
Concrete		
Decs not WP		
Dilapidations		
Drains	2	532.09
Drains (garchey)		
Electrical	1	186
Emergency lighting		
Expansion Joints (not WP)		
Entryphones		
Fire Equip		
Frames (not WP)	2	514.05
Glazing		
Heating	1	3050
Lifts		
Lightning Conductors		
Locks/Doors		
Metalwork	1	144.65
Miscellaneous	1	411.45
Plumbing		
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs		
Tiling & Screeding		
Vent Cleaning		
Ventilation		
Water Penetration	3	538.07
Water Supply Works		
Windows Replacement		
Resident / Garchey Engineers	42	
<b>Total</b>	<b>54</b>	<b>5451.31</b>

<b>MOUNTJOY (64 flats)</b>		
General		
Total Jobs Raised	58	7756.89
To A Specific Address	52	6663.19
Common Parts	6	1093.7
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>	1	720.57
<b>Priority 2 - Non Emergency</b>	25	7036.32
<b>Priority X - OOH Emergency</b>		
<b>Damp &amp; Mould</b>		
Priority 3		
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	32	
Breakdown By Category		
Asbestos Management		
Balconies (not WP)	1	190.5
Carpentry	3	922.74
Concrete		
Decs not WP		
Dilapidations		
Drains	1	158.18
Drains (garchey)		
Electrical		
Emergency lighting		
Entryphones		
Fire Equip		
Frames (not WP)	2	2524.44
Glazing		
Heating		
Lifts		
Lightning Conductors		
Locks/Doors	1	174.89
Metalwork		
Miscellaneous		
Plumbing	11	2717.55
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs		
Tiling & Screeding		
Vent Cleaning		
Ventilation	3	559.83
Water Penetration	4	508.76
Water Supply Works		
Windows Replacement		
Resident / Garchey Engineers	32	
<b>Total</b>	<b>58</b>	<b>7756.89</b>

<b>THOMAS MORE (165 flats)</b>		
General		
Total Jobs Raised	66	21831.73
To A Specific Address	51	13438.39
Common Parts	15	8393.34
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>	4	782.66
<b>Priority 2 - Non Emergency</b>	41	17882.33
<b>Priority X - OOH Emergency</b>		
<b>Damp &amp; Mould</b>		
Priority 3	1	3166.74
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	20	
Breakdown By Category		
Asbestos Management		
Balconies (not WP)		
Carpentry	5	2054.27
Concrete		
Decs not WP		
Dilapidations		
Drains	5	6826.7
Drains (garchey)		
Electrical	2	870
Emergency lighting		
Entryphones		
Fire Equip		
Frames (not WP)	8	1108.38
Glazing	4	2246.06
Heating		
Lifts	1	3166.74
Lightning Conductors		
Locks/Doors	3	901.59
Metalwork	3	783.41
Miscellaneous	2	291.73
Plumbing	6	1159.18
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs		
Tiling & Screeding		
Vent Cleaning		
Ventilation	2	323.22
Water Penetration	4	400
Water Supply Works	1	1700.45
Resident / Garchey Engineers	20	
<b>Total</b>	<b>66</b>	<b>21831.73</b>



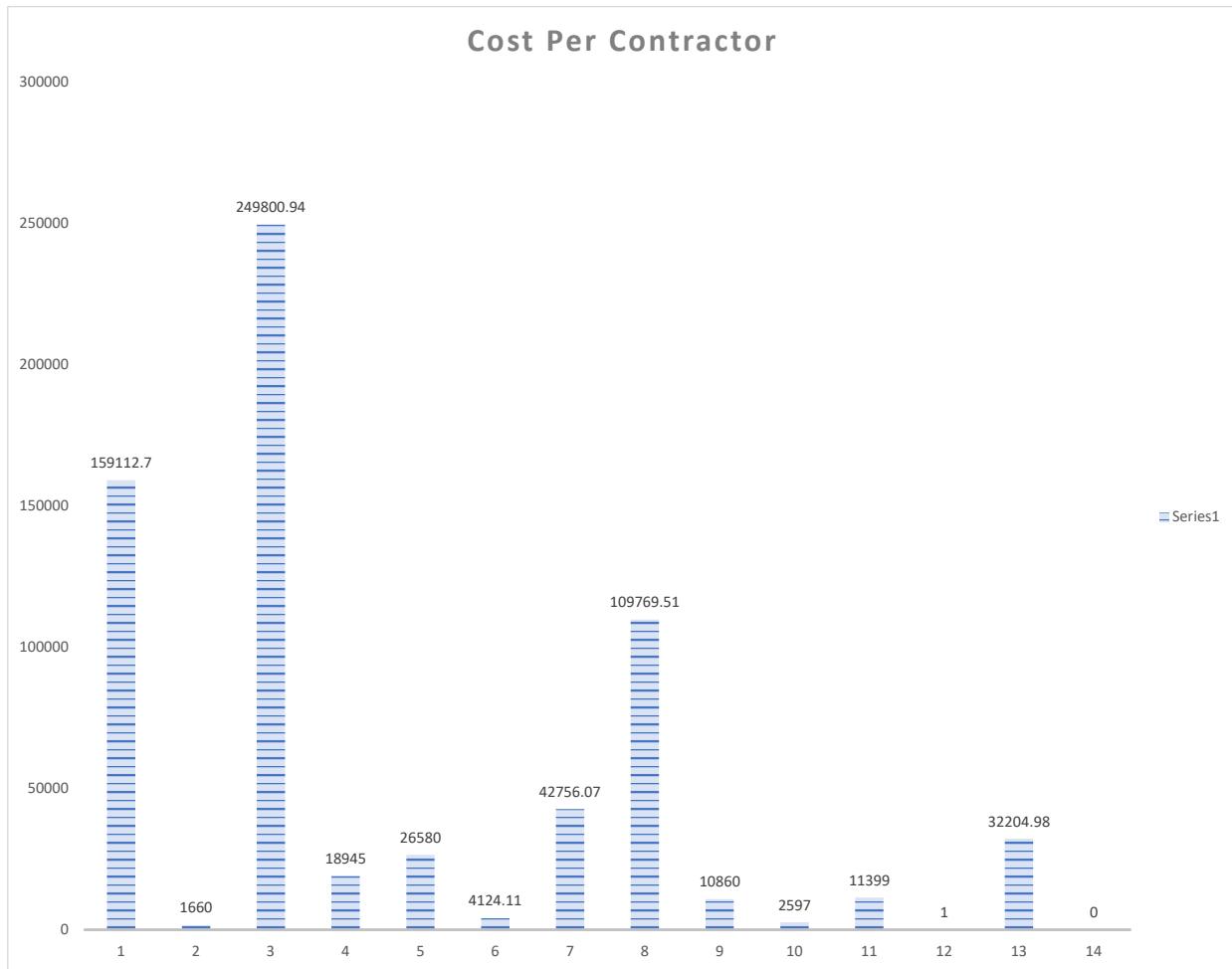
<b>BRYER (56 flats)</b>		
General		
Total Jobs Raised	43	14003.39
To A Specific Address	36	8323.64
Common Parts	7	5679.75
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>	2	407.19
<b>Priority 2 - Non Emergency</b>	14	13596.2
<b>Priority X - OOH Emergency</b>		
<b>Damp &amp; Mould</b>		
Priority 3		
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	27	
Breakdown By Category		
Asbestos Management		
Balconies (not WP)		
Carpentry	2	150
Concrete	1	247.37
Decs not WP		
Dilapidations		
Drains		
Drains (garchey)		
Electrical	1	415
Expansion Joints (not WP)		
Emergency lighting		
Entryphones		
Fire Equip		
Frames (not WP)	1	159.63
Glazing		
Heating		
HRA General*		
Lifts		
Lightning Conductors		
Locks/Doors	1	282.19
Metalwork	1	370.55
Miscellaneous	1	1684.95
Plumbing	2	430.65
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs	1	7258.36
Tiling & Screeding		
Vent Cleaning		
Ventilation		
Water Penetration	5	3004.69
Water Supply Works		
Resident / Garchey Engineers	27	
<b>Total</b>	<b>43</b>	<b>14003.39</b>

<b>GILBERT (88 flats)</b>		
General		
Total Jobs Raised	83	37925.57
To A Specific Address	67	13166.92
Common Parts	16	24758.65
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>	4	520.57
<b>Priority 2 - Non Emergency</b>	39	36122.86
<b>Priority X - OOH Emergency</b>		
<b>Damp &amp; Mould</b>		
Priority 3	1	1282.14
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	39	
Breakdown By Category		
Asbestos Management		
Balconies (not WP)		
Carpentry	3	608.55
Concrete		
Decs not WP		
Dilapidations		
Drains		
Drains (garchey)		
Electrical	3	1392.36
Emergency lighting		
Expansion Joints (not WP)		
Entryphones		
Fire Equip		
Frames (not WP)	6	1270.24
Glazing	2	150
Heating		
Lifts	3	18004.76
Lightning Conductors		
Locks/Doors	1	253.47
Metalwork	5	1029.35
Miscellaneous	3	2964.73
Plumbing	7	2396.81
Podium Contract/Routine		
Roofs (not WP)	1	7770.35
Security	2	1285.7
Structural Repairs		
Tiling & Screeding		
Vent Cleaning		
Ventilation	1	125
Water Penetration	7	674.25
Water Supply Works		
Windows Replacement		
Resident / Garchey Engineers	39	
<b>Total</b>	<b>83</b>	<b>37925.57</b>

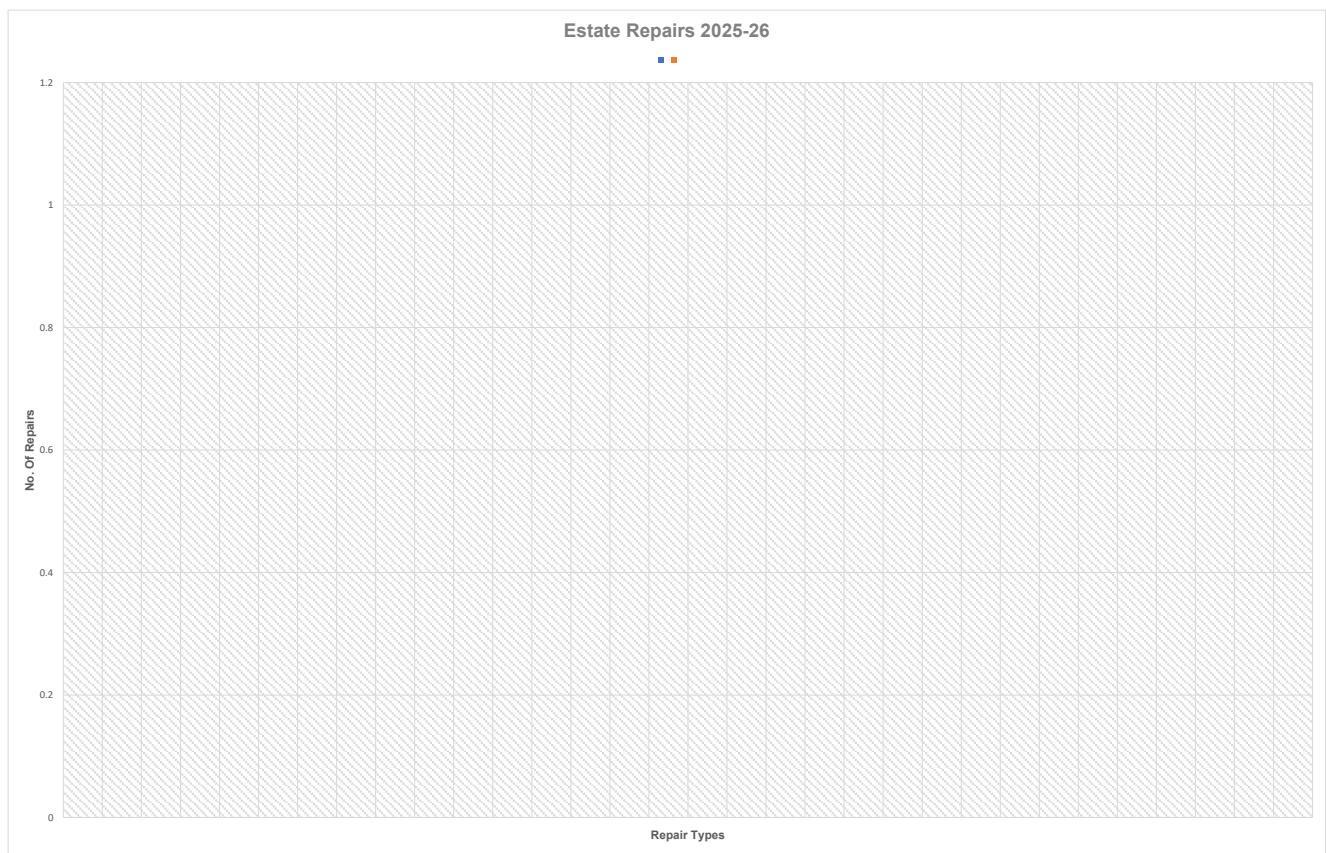
<b>SEDDON (75 flats)</b>		
General		
Total Jobs Raised	62	19714.27
To A Specific Address	53	9382.75
Common Parts	9	10331.52
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>	2	430.67
<b>Priority 2 - Non Emergency</b>	27	18438.85
<b>Priority X - OOH Emergency</b>		
Damp & Mould	1	125
Priority 3	1	719.75
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>	31	
Breakdown By Category		
Asbestos Management	2	4200
Balconies (not WP)		
Carpentry	3	740.99
Concrete		
Decs not WP	1	125
Dilapidations		
Drains		
Drains (garchey)		
Electrical	1	217
Emergency lighting		
Entryphones		
Fire Equip		
Frames (not WP)	3	964.39
Glazing		
Heating		
Lifts	1	6586
Lightning Conductors		
Locks/Doors	2	609.14
Metalwork	1	234.78
Miscellaneous	3	2477.65
Plumbing	5	2447.89
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs		
Tiling & Screeding		
Vent Cleaning		
Ventilation	5	461.61
Water Penetration	2	250.87
Water Supply Works	1	298.95
Windows Replacement		
Resident / Garchey Engineers	32	100
<b>Total</b>	<b>62</b>	<b>19714.27</b>

<b>WALLSIDE (16 flats)</b>		
General		
Total Jobs Raised	1	125
To A Specific Address	1	125
Common Parts		
Breakdown By Priority Level		
<b>Priority 1 - Emergency</b>	1	125
<b>Priority 2 - Non Emergency</b>		
<b>Priority X - OOH Emergency</b>		
<b>Damp &amp; Mould</b>		
Priority 3		
Priority 4		
Priority E		
<b>Void</b>		
<b>Resident Engineer/Garchey</b>		
Breakdown By Category		
Asbestos Management		
Balconies (not WP)		
Carpentry		
Concrete		
Decs not WP		
Dilapidations		
Drains		
Drains (garchey)		
Electrical		
Emergency lighting		
Entryphones		
Fire Equip		
Frames (not WP)		
Glazing		
Heating		
Lifts		
Lightning Conductors		
Locks/Doors		
Metalwork		
Miscellaneous		
Plumbing		
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs		
Tiling & Screeding		
Vent Cleaning		
Ventilation		
Water Penetration	1	125
Water Supply Works		
Resident / Garchey Engineers		
<b>Total</b>	<b>1</b>	<b>125</b>

Graph below displays spend per contractor (with usual proviso found on breakdown report)



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