Public Document Pack

Barbican Residential Committee

Date: **MONDAY, 16 NOVEMBER 2026**

Time: 1.45 pm

Venue: **COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL**

Members:

Deputy Anne Corbett, Non-resident (Chair)
Deputy Ceri Wilkins, Cripplegate - resident (Deputy Chair)
Mark Wheatley, Non-resident
Deputy Helen Fentimen OBE JP, Chair of CCS (Ex-Officio Member)
Dawn Frampton, Non-Resident Member
Steve Goodman OBE, Aldersgate - Resident
Mercy Haggerty, Cripplegate - Resident
Adam Hogg, Cripplegate - Resident
Sandra Jenner, Aldersgate - Resident
Tim McNally, Non-resident
Jacqui Webster, Cripplegate - Resident

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Ian Thomas CBE
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**

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

3. **MINUTES**

To agree the minutes and non-public summary of the previous meeting held on Wednesday 22 July 2026.

For Decision
(Pages 7 - 16)

4. **MINUTES OF THE BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE**

To receive the draft minutes of the Barbican Estate Residents Consultative Committee meeting held on Monday 26 October 2026. (To Follow)

For Information

5. **CLIMATE ACTION STRATEGY PHASE 2: BARBICAN HOUSING: DECARBONISATION & RESILIENCE PROGRAMME**

Report of the Executive Director, Community & Children's Services.

For Decision
(Pages 17 - 22)

6. **REPORT OF DIRECTOR OF PROPERTY AND ESTATE MANAGEMENT**

Report of Executive Director, Community & Children's Services.

For Information
(Pages 23 - 46)

7. **MAJOR WORKS PROGRAMME BOARD**

Report of Executive Director, Community & Children's Services.

For Information
(Pages 47 - 64)

8. **REPORT OF THE REPORTING COMMITTEE**

Report of Executive Director, Community & Children's Services.

For Information
(Pages 65 - 108)

9. **ACTION TRACKER**

To note the action tracker for the Barbican Estate Residents' Consultation Committee (RCC) and the Barbican Residential Committee (BRC).

For Information
(Pages 109 - 116)

10. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

11. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

12. **EXCLUSION OF THE PUBLIC**

MOTION – That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following item(s) on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of the Schedule 12A of the Local Government Act.

For Decision

13. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the meeting held on Wednesday 22 July 2026.

For Decision
(Pages 117 - 118)

14. **BRIGHT HORIZONS FAMILY SOLUTIONS LIMITED, PART OF THE UPPER LEVEL OF THE BARBICAN TRADE CENTRE. PROTECTED LEASE RENEWAL.**

Report of the Executive Director, Community & Children's Services.

For Decision
(Pages 119 - 122)

15. **COLP PROPERTY STORE**

Joint Report of the City Surveyor and Commissioner, City of London Police.

For Information
(Pages 123 - 142)

16. **NON-PUBLIC APPENDIX - BARBICAN HOUSING: DECARBONISATION & RESILIENCE PROGRAMME INITIATION DOCUMENT**

This non-public appendix relates to the public report at Agenda Item 5, concerning the 'Climate Action Strategy Phase 2: Barbican Housing: Decarbonisation & Resilience Programme.'

For Information
(Pages 143 - 162)

17. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

18. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

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BARBICAN RESIDENTIAL COMMITTEE
Wednesday, 22 July 2026

Minutes of the meeting of the Barbican Residential Committee held at Committee Rooms, 2nd Floor, West Wing, Guildhall on Wednesday, 22 July 2026 at 1.45 pm

Present

Members:
Deputy Anne Corbett (Chair)
Deputy Ceri Wilkins (Deputy Chair)
Deputy Helen Fentimen OBE JP (Ex-Officio Member)
Dawn Frampton
Mercy Haggerty
Adam Hogg
Sandra Jenner
Tim McNally
Jacqui Webster

Officers:

Curtis Bannister-Pond	-	Community & Children's Services Department
Daniel Castle	-	Community & Children's Services Department
Kirpal Kaur	-	Community & Children's Services Department
Will Roberts	-	Community & Children's Services Department
Daniel Sanders	-	Director of Property & Estates – Barbican, Community & Children's Services Department
Isaac Thomas	-	Town Clerk's Department

In attendance:
Jo Boait
Alderman Christopher Makin

1. **APOLOGIES**
   Apologies for absence were received from Mark Wheatley and Steve Goodman OBE.
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
   There were no declarations.
3. **MINUTES**
   There were no comments on the minutes of the last meeting.

   RESOLVED – That the public minutes and non-public summary of the meeting held on 11 May 2026 be approved as a correct record.

4. **MINUTES OF THE BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE**
   The Committee received the minutes of the Barbican Estate Residents Consultative Committee (RCC) held on 29 June 2026 and an update from its Chair, Jo Boait.

The RCC Chair reported that the RCC was supportive of the requests for delegated authority for the tower lift consultant and the terrace block Lift Electrical Repair Framework. Resident participation in the tower lift tender evaluation had been positive. The proposed electrical repair framework offered an opportunity to accelerate improvements to lift reliability, with the consultant to assist with programming, cost estimates and resident engagement, informed by condition and performance data from the new lift monitoring systems.

The RCC had sought assurance that the Barbican app and other estate systems could provide a reliable source of performance information and resident feedback. Improvements were anticipated following the transition to in-house repairs in September, with progress monitored by the Reporting Committee. Officers would develop block-level reporting and coordinate major works with significant planned preventative maintenance to help manage costs and disruption.

The initial phase of the governance review involved an independent assessment of terms of reference and associated documents against the relevant legislation, before stakeholder engagement. The RCC Chair reported concerns about the pace and visibility of this work and looked forward to the engagement phase. RCC Members sought greater resident involvement.

The RCC had discussed wet riser defects and potential remedial costs. It welcomed prompt engagement with London Fire Brigade and the confirmation that the buildings' fire safety strategy remained unchanged. Specialist advice would inform the long-term solution. Officers had also agreed to develop criteria for appointing consultants and consider how consultancy costs could be highlighted in reporting.

The RCC had expressed concern about the implications of previous non-enforcement of wooden flooring restrictions. Officers had advised that a protocol was being developed to address future cases. Recruitment of three senior project managers was welcomed.

In considering the compliance report, the RCC had queried the 100% wet riser score and been advised that this related to inspections undertaken before the subsequent problem arose. Playground inspections would also be included in future compliance reports.

The RCC Chair advised that the action tracker required updating, including omitted actions.

It was also reported that, following concerns about heating during the cold period in May, the Climate and Zero Carbon Working Party had been asked to explore a formal protocol to replace discretionary decisions about operating the heating during fringe months.

RESOLVED – That the minutes and update be received.

5. **GATEWAY 2 – STRATEGIC OPTIONS APPRAISAL – BARBICAN ESTATE TOWER LIFT REFURBISHMENT**

The Committee considered a report of the Executive Director, Community and Children's Services seeking approval to progress the Barbican Estate Tower Lift Refurbishment project through a strategic options appraisal and up to detailed design development. This item was considered alongside item 6.

Officers confirmed that commercial submissions indicated that the consultant appointment would be within budget, with evaluations being finalised alongside resident and procurement representatives. Appointment was anticipated within three to four weeks. The Committee noted that delegated authority would avoid delay until the next meeting in November and maintain the programme for works to commence in the latter part of 2027.

In response to a question about retaining knowledge obtained from consultants, officers confirmed that specifications and tender documentation were retained by the Barbican Estate Office in a SharePoint repository. As the in-house team expanded, some reliance on consultants would reduce, although specialist expertise would continue to be required. Officers undertook to provide a note explaining how consultants' information would be stored and retained to avoid duplication of previous exercises. The Chair emphasised the importance of retaining institutional knowledge through staffing changes and suggested that artificial intelligence could assist with capturing this information.

Members welcomed progress with the project, whilst noting the time elapsed since earlier consultancy work.

RESOLVED – That:

1. The previous approval to progress the project under the superseded Gateway Procedures, with a design-stage budget of £438,000 to reach Gateway 3, be noted;

2. The procurement position for the lift consultant and the need to maintain momentum in view of lift condition and reliability issues be noted; and

3. Progression to detailed design development and a revised Gateway 2 budget of £317,512.50, comprising consultancy fees, staff costs and risk contingency up to completion of the detailed options appraisal, be approved.

6. **REQUEST FOR DELEGATED AUTHORITY - BARBICAN ESTATE - TOWER LIFTS REFURBISHMENT**

The Committee considered a report of the Executive Director, Community and Children's Services requesting delegated authority in relation to the tender exercise for the tower lift consultant.

This item was considered in conjunction with item 5, under which the discussion is recorded. Following approval of item 5, delegated authority to appoint a Lift Consultant upon conclusion of the tender process was approved.

RESOLVED – That:

1. The approval given on 15 September 2025 to progress the project to Gateway 3 under the previous project procedure, with a budget of £438,000, be noted;

2. The preparation of an updated Gateway 2 approval form covering costs up to detailed design be noted;

3. Delegated authority be granted to the Barbican Estate Office to appoint the lift consultant following the tender exercise, subject to fees remaining within the approved revised Gateway 2 budget; and

4. The inclusion of a resident member of the Tower Lift Group on the tender review and moderation panel be noted.

7. **REQUEST FOR DELEGATED AUTHORITY - BARBICAN ESTATE - LIFT ELECTRICAL REPAIR FRAMEWORK**

The Committee considered a report of the Executive Director, Community and Children's Services requesting delegated authority for the Lift Electrical Repair Framework.

Officers explained that the mechanical components of the terrace block lifts generally remained serviceable, with 94% of lift issues across the Estate relating to electrical components. Prioritising electrical repairs would address reliability whilst allowing mechanical and aesthetic refurbishment to be phased separately, helping to smooth expenditure for leaseholders. Officers advised that the proposed electrical works would not require Building Safety Regulator approval, avoiding the associated lead time.

Members noted that the programme covered 71 lifts at an indicative cost of almost £3 million. Delegated authority would avoid delaying consultant appointment until November, with resident participation in tender evaluation and procurement and officer agreement within the consultancy budget.

In response to questions about lifespan, officers advised that the replacement electrical infrastructure was expected to last 25–30 years, subject to the final specification. This did not guarantee the remaining lifespan of the lifts as a whole, as mechanical components could still fail. The phasing would be coordinated with the wider capital programme.

Members sought assurance that rising temperatures and overheating risks were being considered. Officers confirmed that these matters formed part of the consultant's scope and that Climate Action colleagues were also involved. Motor room locations and listed building constraints presented challenges, although modern equipment could be less susceptible to overheating. Potential cooling measures would be assessed against cost and outage risks, with any decision required brought back to the Committee with the respective advantages and disadvantages.

RESOLVED – That:

1. The background and lift performance information reported to the Major Works Programme Board on 11 February 2026 be noted;

2. Delegated authority be granted to the Barbican Estate Office to appoint a lift consultant and contractor following completion of the tender process; and

3. An update be provided to the next RCC and Barbican Residential Committee meetings, with interim reporting to the Major Works Programme Board.

8. **REPORT OF DIRECTOR OF PROPERTY AND ESTATE MANAGEMENT**

The Committee received a report of the Executive Director, Community and Children's Services providing an update on property and estate management.

Barbican app and repairs:

Officers reported that more than 1,500 residents had registered for the Barbican app. Difficulties with repair tickets and closing jobs reflected the transition to in-house repairs rather than failure of the app.

Officers explained that users received notifications as requests progressed through acknowledgement, pending, in-progress and completion stages. Work was underway with the provider to add dates to notifications and address difficulties reopening jobs that residents considered incomplete or unsatisfactory. Duplicate reporting had reduced since launch.

Members sought clearer response standards and reporting against them, consistent with the approach sought for social housing. Officers advised that unrelated repairs should be submitted separately, as each required an individual job number and could involve different crews. They agreed to improve guidance for residents. Quarterly reporting was being developed for the Reporting Committee, RCC and BRC, covering requests received, completion times, outstanding jobs and the subjects of announcements.

In-house repairs:

The Reporting Committee had received a presentation on the Civica system. All vacancies were advertised on the City Corporation website and LinkedIn, and TUPE consultation was underway for employees transferring from Elkins.

Governance review:

Officers acknowledged delays. Charles Russell Speechlys and Inside the Box had received factual documents, including leases and committee terms of reference, before speaking to stakeholders, to establish an independent legal basis for the review.

Officers confirmed that all stakeholders within scope, including the BRC, RCC, Barbican Association and individual house groups, would be consulted, alongside wider opportunities for leaseholders to participate independently. The Chair clarified that this wider consultation concerned leaseholders rather than

residents generally.

Car park review:
Officers advised that the scope and Arup proposal had been circulated to RCC Members within 48 hours of its meeting. The review covered opportunities for residents and commercial use of underutilised space, alongside police storage proposals at Bunyan Court. Engagement included the Barbican and Golden Lane Neighbourhood Forum and cycle representatives. Addressing the car park deficit and reducing pressure on all contributors were confirmed as key objectives.

The final report was expected in approximately four weeks, with officers coordinating subsequent governance and any surplus declaration with relevant colleagues. Benchmarking would include other local car parks, whilst discussions with Environment colleagues addressed City Corporation charging arrangements and the interaction between the different portfolios. Officers explained that Barbican parking charges reflected an apportioned annual operational budget rather than a parking income model.

A Member emphasised that decisions on commercialisation should be informed by the wider City of London Corporation car parking position. Officers undertook to circulate the financial information supplied to Arup, showing income, operational costs and their allocation between leaseholders, parking users and the City Corporation. They would also arrange Arup's meeting with the bike user group.

Climate action and communal heating:
Officers reported a positive working party discussion of Ambue's interim findings. The winter report was expected at the next BRC meeting in November, with a separate summer overheating report to follow. The study would model potential measures across different buildings and orientations, assessing costs and impacts alongside the capital expenditure programme. Options could be discussed following the winter report, but implementation would await the summer assessment to avoid creating overheating problems.

Officers would develop temperature-based parameters with the working party for operating communal heating during fringe months, replacing individual discretion. Proposals would be subject to wider leaseholder consultation and consideration by RCC and BRC before implementation. Members emphasised that consultation should explain the differing effects across the Estate and the financial implications.

Staffing and expert witness report:
Interviews for the Director's personal assistant and three senior project management posts were scheduled for the following week. Repairs service vacancies were also live. Officers expected to receive the final expert witness report shortly.

RESOLVED – That the report be noted.

9. **REPORT OF THE REPORTING COMMITTEE**

The Committee received a report of the Executive Director, Community and Children's Services on the work of the Reporting Committee and the development of its Annual Agenda Plan and Policy Framework for 2026/27.

Officers explained that a suite of policies covering health and safety, service charge finance, governance, engagement, security, anti-social behaviour and community standards would build on the approved Repairs and Maintenance Policy over the following 12–18 months. This would address findings of the Altair report and provide agreed service standards and accountability to leaseholders and the Committee as representatives of the landlord and freeholder.

Officers clarified that the plan used financial year quarters and that Reporting Committee consideration would precede RCC review and BRC approval. Members emphasised that this sequence should not create undue delays in assurance and requested specific dates rather than quarterly references. Officers agreed to review the timetable and provide dates by September.

Officers clarified the Reporting Committee's meeting frequency and advised that a meeting had been postponed to prioritise the wet riser incident. During this item, the Committee returned to the wet riser and flooring matters contained in the Director's report.

<u>Wet risers:</u>
Officers advised that the wet risers had been taken out of service following scheduled maintenance. London Fire Brigade had been notified immediately and had attended site. Interim arrangements provided for specialist appliances capable of supplying the towers through the existing infrastructure. Officers confirmed that the buildings' fire safety strategy remained unchanged and advised that no increase in risk to residents had been identified. Contractors and consultants would verify the remedial requirements and costs, followed by engagement with the towers and the Committee.

In response to a specific question, officers confirmed that statutory and regulatory responsibilities and the duty of care had been addressed, and that the Building Safety Regulator had also been notified.

<u>Wooden flooring and noise nuisance:</u>
Officers explained that legal advice indicated that historic non-enforcement and the prevalence of wooden flooring made enforcement solely on that basis unlikely to succeed. Demonstrable noise nuisance could, however, support enforcement requiring appropriate soundproofing or removal of flooring.

Officers were developing an evidence-based protocol with specialist noise consultants and monitoring equipment. A strategy addressing noise nuisance, rather than wooden flooring alone, was intended to return to RCC and BRC for review and approval, with BRC consideration anticipated at its next meeting in November. The Chair acknowledged the impact on affected residents and emphasised the need for a careful, methodical approach to establishing the

level of disturbance.

RESOLVED – That the report be noted.

10. **MAJOR WORKS PROGRAMME BOARD**
The Committee received a report of the Executive Director, Community and Children's Services on the Major Works Programme Board. Lift projects had been discussed under items 5–7.

Members discussed the indicative £261 million programme over 30 years and leaseholder affordability. Further assessments would inform phasing and smooth costs where possible. The November update was expected to distinguish City Corporation commitments, including fire doors, from potential leaseholder liabilities, informed by the expert witness report.

Officers undertook to discuss consistency of responsibilities and public communications with housing colleagues and circulate the conveyancing note to Members.

RESOLVED – That the report be noted.

11. **OUTSTANDING ACTIONS**
The Committee received a joint report of the Town Clerk and the Executive Director, Community and Children's Services on outstanding public actions.

Officers clarified that closure required BRC approval and concerned specific tasks, not wider projects. The proposed closures were unchallenged.

Officers and the RCC Chair would review the tracker to provide a single source of delivery dates for actions and related policy work.

RESOLVED – That the report be noted and the closure of the actions identified by officers be agreed.

12. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
There were no questions.

13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
Building safety and sprinklers:
A Member sought clarification about sprinkler requirements in the three towers. Officers referred to a previous closure report and advised that the assessed risk profile, London Fire Brigade advice and discussions with the Building Safety Regulator had indicated that sprinklers were not required. Officers reported that all three towers had received Building Assessment Certificates.

Anti-social behaviour and crime:
Members requested a ward meeting involving Members, estate officers, local police and outreach teams, together with clear resident communications explaining action taken and how incidents should be reported. Officers agreed

to support arrangements for a meeting and prepare communications with City of London Police, including through the residents' bulletin. A further meeting with the Barbican Association would support consistent reporting advice.

Officers outlined discussions with the Barbican Centre about shared roaming security patrols, including frequency, branding and costs. A proposal was hoped to be brought forward at the next BRC meeting in November. These remained developing arrangements rather than an agreed service.

A Member relayed an update from the Crime and Disorder Scrutiny Committee that senior police officers had reviewed the response, neighbourhood policing activity was being overseen and an arrest had been made.

Members emphasised accurate terminology and clear reporting routes, particularly where conduct constituted a crime or required an emergency police response. The Chair reiterated support for affected residents and the importance of clear bulletin advice.

Play area and resident engagement:
Officers outlined four concerns raised about the Thomas More playground and associated sports area. Within 48 hours of receiving the concerns, officers had inspected the area and agreed that the half-pipes should be removed, netting replaced and sports pitch surfacing renewed.

Officers did not consider immediate replacement of the play equipment justified, subject to receipt of inspection certificates from insurance colleagues. They considered the equipment functional and suitable for targeted maintenance, including painting and timber treatment. An indicative replacement cost approaching £500,000 was cited, based on comparable local schemes. Future replacement should be planned through the capital expenditure programme.

Officers undertook to circulate the inspection certificates when received and meet the campaign group on the relevant participant's return to explain the agreed works and approach to future investment.

Members discussed how to give residents' concerns appropriate attention without diverting delivery from agreed planned preventative maintenance and major works programmes. The Chair emphasised residents' right to raise concerns and the importance of hearing those whose concerns might receive less attention through social media. Officers agreed to discuss the wider approach to responding to campaigns with housing colleagues.

14. **EXCLUSION OF THE PUBLIC**
RESOLVED – That under Section 100A of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involved the likely disclosure of exempt information as defined in Part 1 of Schedule 12A to the Act.

15. **NON-PUBLIC MINUTES**

RESOLVED – That the non-public minutes and summary of the meeting held on 11 May 2026 be approved as a correct record.

16. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
No non-public questions had been received in advance of the meeting.

17. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT WHILST THE PUBLIC ARE EXCLUDED**
Two items were raised under non-public any other business, concerning building safety and communal heating arrangements.

The meeting ended at 3.16 pm

Chairman

Contact Officer: Isaac Thomas
Isaac.Thomas@cityoflondon.gov.uk

Committee(s): Barbican Residential Committee	**Date(s):** 16 November 2026
Subject: Climate Action Strategy Phase 2: Barbican Housing: Decarbonisation & Resilience Programme	**Public report:** For Decision **Note, non-public appendix**
This proposal: **delivers Corporate Plan 2024-29 outcomes**	Leading Sustainable Environment; Flourishing Public Spaces; Providing Excellent Services
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of:	Judith Finlay, Executive Director of Community & Children's Services
Report author:	Rachel Evans, Senior Sustainability Manager, Housing Kate Neale, Climate Action Programme Director, Innovation & Growth

Summary

The Climate Action Strategy supports a responsible, resilient and competitive City. It reduces emissions and climate risk, improves the performance of the Corporation's assets and supply chains, and strengthens the City's credibility as a global centre for sustainable and transition finance.

The Court of Common Council approved the Strategy in 2020, with £68m to March 2027. In February 2026, the Policy and Resources Committee endorsed £49m for Phase 2 from 2027/28 to 2032/33, maintaining the 2040 targets and prioritising the highest-impact measures. Phase 2 is delivered through twelve programmes. This report seeks approval to initiate the Barbican Housing: Decarbonisation & Resilience programme.

The Barbican Housing programme sets out a systematic approach to decarbonising the estate's communal structure, fabric and services, while building resilience to overheating, flooding and water stress. Whilst no dedicated budget is allocated, spend is expected from associated major and minor works programmes, subject to separate approvals.

Establishing this as a CAS programme provides the coordination, specialist support and sustained focus needed to turn evidence into delivery. It will align climate interventions with major works and maintenance, connect the Barbican Estate to

expertise across the wider CAS portfolio, and focus investment on the outcomes that matter most to residents: more comfortable and healthier homes, improved indoor air quality, efficient energy use, manageable costs and a greener, more resilient estate.

Recommendation(s)

Members are asked to:

i. Approve the initiation of the Barbican Housing programme, as set out at Appendix 1.
ii. Note annual progress reports and gateway papers under the Project Procedure.

Main Report

Background

1. In October 2020 the Court of Common Council approved the Climate Action Strategy. The Strategy commits the City Corporation to support net zero in the Square Mile by 2040, to build climate resilience in its buildings, public spaces and infrastructure, and to reach net zero across its own operations and value chain. A funded envelope of £68m was approved to deliver the first phase to March 2027.

2. In February 2026, the Policy and Resources Committee endorsed continued funding of the Strategy at £49m for the period 2027/28 to 2032/33, on the basis of maintaining the 2040 targets and prioritising the measures needed to achieve them.

3. Phase 2 runs from 2027/28 to 2032/33 and is delivered through twelve programmes: Operational Estate; Investment Property; Housing; Barbican Housing; Green Skills; Heat Networks; Square Mile Buildings: Decarbonisation & Resilience; Responsible Procurement; Circular Economy; Financial Investments; Nature Recovery; and Climate Resilience.

Current Position

4. The Barbican Estate is Grade II listed, with over 2,000 homes. Around 98% of homes are owned by leaseholders. The Corporation, as freeholder, is responsible for the communal structure, fabric and services. Leaseholders are responsible for improvements within their own homes.

5. Most estate emissions come from the communal electric underfloor heating. Heritage status has historically limited many conventional retrofit solutions. The concrete structures absorb and retain heat in a central London heat island, exacerbating overheating challenges.

6. Landlord area emissions fell 44% between 2018/19 and 2024/25. Resident emissions fell 30%, largely due to improved data quality and a cleaner electricity

grid. In 2024, a specialist study of the communal heating system was commissioned, testing options to improve cost, carbon, control and comfort, reporting by March 2027.

Options

7. **Option 1 (recommended):** approve the initiation of the Barbican Housing: Decarbonisation & Resilience Programme as set out in the Programme Initiation Document at Appendix 1. This Programme delivers an agreed plan for the heating study's priority recommendations by 2028, an estate resilience action plan by 2030 and all relevant major works projects assessed against decarbonisation and resilience objectives by 2030. No additional funding is sought at this time.

8. **Option 2 (not recommended):** do not approve the initiation of the programme. Without programme approval, the heating study would lack a coordinated route into delivery; opportunities to incorporate affordable climate measures into planned works could be missed; and action on resident priorities such as comfort, indoor air quality, energy efficiency and estate greening would remain fragmented.

Proposals

9. CAS programme status gives the Barbican a structured route from technical evidence to implementation. It provides coordinated governance, performance monitoring and access to specialist expertise across heat networks, climate resilience, nature recovery, circular economy and building performance. This will help avoid duplicated work, strengthen project specifications, identify funding opportunities and ensure climate measures are incorporated into planned works at the most cost-effective point, rather than added later.

10. Delivery is organised around five workstreams, which work together to deliver **healthier, more comfortable homes**, **better value and cost efficiency,** and **a greener, more resilient estate:**
    a. Behaviour change. Resident education, engagement and awareness.
    b. Heat decarbonisation and optimisation. Acting on the heating study, in communal systems and homes.
    c. Fabric and building optimisation. Upgrades through major works and asset replacement.
    d. Renewable energy generation. Where feasible, within heritage and planning constraints.
    e. Resilience and nature recovery measures. Shading, ventilation, cooling and green infrastructure in high-risk locations.

Key Data

11. The programme tracks the heating study, resilience planning and major works.

Measure	Phase 2 target
Heating and building performance recommendations implemented (Ambue study)	100% of recommendations by 2033
Completed resilience interventions, reported by principal climate risk	100% of sites by 2033
Meter consumption access	100% of sites by 2033
Resident engagement on climate planning activities	% of residents feeling 'well informed' by 2033 TBC
Estimated residential energy savings (cumulative)	To be decided
Barbican Estate emissions (tCO2e)	Reduce from baseline year-on-year
Resident health benefits delivered (cumulative) (£)	To be quantified
Resident satisfaction with climate-related projects	Baseline set, then improving each year

12. The Corporation's 2025 climate risk assessment rated 47 risks. Of these, 8 are relevant to this programme. None are rated very high today, but without action, 6 could be very high by mid-century.

Corporate & Strategic Implications

13. **Strategic implications** The Climate Action Strategy supports delivery of the Corporate Plan 2024-29, and in particular the Leading Sustainable Environment, Flourishing Public Spaces and Providing Excellent Services outcomes. It builds on existing strategies and policies including the Local Plan and draft City Plan 2040, the Transport Strategy, the Air Quality Strategy, the Local Flood Risk Management Strategy, the Biodiversity Action Plan, the Responsible Investment Policy and the City Procurement Strategy. Phase 2 programmes are governed under the Project, Programme and Portfolio Policy Framework, with tiering and gateway routing set under that framework.

14. **Financial implications** Spend is expected through minor and major works. Community Infrastructure Levy and government grant contributions are to be confirmed.

15. **Resource implications** No roles are funded from this programme. The Lead Officer also leads the Housing programme.

16. **Legal implications** No new legal implications arise from the recommendations in this report. Individual projects will be delivered within the Corporation's existing contractual, procurement and charity governance arrangements, and where

activity is delivered through charitable assets it must support the relevant charitable objects.

17. **Risk implications** The Corporate Risk Register recognises the risks posed to the Corporation and the City by climate change, covering both the physical risk from more extreme weather and the risks associated with the transition to a low-carbon economy (CR30). Mitigating action is delivered through the Climate Action Strategy. Each Phase 2 programme maintains its own risk register, scored against the City Corporation Risk Score Matrix and reported to its Programme Board. Further programme specific risks and dependencies are outlined in Appendix 1 chapter 14.

18. **Equalities implications** An Equality Impact Assessment has been completed for this programme. It demonstrates due regard to the Public Sector Equality Duty. Leaseholders are consulted on relevant works under Section 20.

19. **Climate implications** Together, the Phase 2 programmes support the City's competitiveness by protecting assets and infrastructure, reducing exposure to climate-related costs, improving the quality and resilience of the Square Mile, and reinforcing the City's position as a centre for sustainable and transition finance.

20. **Security implications** None.

Conclusion

21. The Climate Action Strategy is a recognised and well-established approach to reducing the Corporation's climate risk and to creating a responsible, sustainable and competitive City. Phase 2 converts the Corporation's climate commitments into practical investment in resilient assets, efficient operations and a competitive Square Mile. It uses the Corporation's property, procurement, investment and convening powers to reduce financial and climate risk, support sustainable growth and demonstrate leadership in the transition to a low-carbon economy.

22. As part of CAS, the programme will bring together Barbican major works, maintenance, resident engagement and specialist climate expertise, helping to deliver interventions at the right time and at best value. This will focus delivery on what matters to residents: healthier and more comfortable homes, improved air quality, efficient energy use, manageable costs and a greener, more resilient Barbican Estate.

Non-Public Appendices

- Appendix 1 - Barbican Housing: Decarbonisation & Resilience Programme Initiation Document

Rachel Evans
Senior Sustainability Manager, Department of Community and Children's Services - Housing
Kate Neale
Climate Action Director, Innovation and Growth

Committee(s): Residents Consultation Barbican Residential	**Dated:** 26/10/26 16/11/26
Subject: Report of Director of Property and Estate Management	**Public**
This proposal:	Report of Director of Property and Estate Management
If so, how much?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: The Executive Director of Community & Children's Services	**For Information**
Report author: Daniel Sanders – Director of Property & Estate Management	

Summary

This report seeks to inform members of the various workstreams of the Barbican Estate Office over the reporting period.

Main Report

In-House Repairs and Maintenance

The in-house repairs service launched on the 1st September 2026. We have implemented a dedicated call centre, onboarded the new operatives and the new repairs supervisor, (Chris Stockwell) started on the 8th October.

The initial launch has been largely successful and our KPI metrics demonstrate we are performing better than both previous 3rd party operators which is particularly pleasing given the repairs supervisor has only just started.

Through the transition we continue to have a backlog of jobs known as the WIP (works in progress) and we are aiming to get this down to 0 by the end of the calendar year to come back with a clean slate in 2027.

Table 1: KPIs (01/09 – 14/10)

COMPLETED				NOT COMPLETED				TOTAL
Priority	Completed in Target	Completed Out of Target	Total	% In Target	Not Completed (Still in Target)	Not Completed Out of Target	Total	
P1 - Emergency (BRE)	60	9	69	86.96%	1	1	2	**71**
P2 - Urgent (BRE)	115	12	127	90.55%	34	52	86	**213**
P3 - Routine (BRE)	438	3	441	99.32%	152	114	266	**707**
Total	**613**	**24**	**637**	96.23%	**187**	**167`**	**354**	**991**

Table 2 – Chigwell / Elkins performance

	Completed	
Priority	Chigwell KPIs	Elkins KPIs
Priority 1 - Emergency	46.01%	80.84%
Priority 2 - Non-Emergency	65.76%	72.26%
Total	55.86%	76.55%

Table 3 - Outstanding Orders and Status (15/10)

Package status name	**Total**	**Additional information**
Incomplete - Materials required	71	Awaiting delivery of materials
On Hold	18	Waiting for resident to confirm appointment or additional information required
Incomplete - To be booked	14	Jobs ready to be booked in by the CCAs
Incomplete - Follow on required	47	Jobs to be verified by Daniel Castle, or Alex Smith to determine next steps
Booked (Confirmed Appointment)	116	
Incomplete - No Access	19	Needs to be rebooked by CCAs
Entered	47	Jobs loaded onto the system, unable to reach resident for initial appointment

Barbican App

The App continues to be a primary tool with over 1400 residents now registered and using the app. We are shortly due to have the web version which will be of benefit to all leaseholders. We have had confirmation you can use the app and the online version, some residents like the convenience of the app but want to review documents on their desktop, this will be available.

We continue to promote the app as a primary communication tool and are pleased with the level of engagement and feedback on this platform. We are aware in the repairs transition some tickets took longer to close than we would have liked. Now we have the dedicated Barbican repairs desk, we do not envisage this being a problem after Christmas when we have completed the current WIP.

Barbican Estate Car Park Review:

The City Corporation has commissioned and funded an independent review of the Barbican Estate's car parks, storage facilities and cycle provision. Led by Arup, with support from specialist cost consultants, the review will assess current usage and identify options for the future management and use of these assets.

The review will consider resident needs, including parking demand, storage requirements and cycle facilities, alongside opportunities to improve space utilisation, functionality and the long-term financial sustainability of the Estate. Any recommendations will need to balance resident amenity with operational requirements and potential income opportunities, supported by appropriate technical and financial assessment.

Arup has met with the Biker User Group (BUG) and undertaken three site visits over the past month. The final report is anticipated before the end of 2026 and will provide an evidence base for considering potential improvements and future options.

Ambue Heating (and overheating) study:

The Ambue feasibility study continues to assess heating performance, energy efficiency and overheating across the Barbican Estate. Surveys have been carried out in a representative sample of homes, with environmental sensors installed to collect data on temperature, humidity and energy use.

The work is examining both winter heating performance and summer overheating, recognising the particular characteristics of the Estate's construction. Monitoring will help establish how homes respond to seasonal conditions and identify potential factors affecting resident comfort, including heat loss, solar gain and ventilation. Consultants are developing performance models and evaluating potential measures relating to building fabric, ventilation, heating controls and shading.

No recommendations have been finalised at this stage. Once complete, the study will inform future decisions on improving comfort and energy performance while taking account of heritage requirements, sustainability and value for money.

Wet Riser Systems – Residential Towers

Officers are working with specialist consultants to establish the remedial works required and associated costs. The London Fire Brigade (LFB) has assessed the situation, considers the overall risk to remain low and agreed interim firefighting arrangements using a water appliance if required. A further pressure test was postponed due to an operational emergency, and discussions with LFB continue. The fire safety strategy remains unchanged, with no increased risk to residents identified. A further update will be provided once the scope and timing of remedial works are clearer.

Lease Breach Position – Wooden Flooring

Officers continue to review the position regarding wooden flooring in Barbican properties. Independent legal advice indicates that enforcement based solely on the presence of wooden flooring may be difficult where there is no evidence of a breach of other lease covenants, such as demonstrable noise nuisance. Officers are considering the legal advice and available options to establish a proportionate and consistent approach. A further report, including an options appraisal and recommendation, will be submitted to the appropriate committee. The current approach remains unchanged pending that review.

Expert Witness Report:

The expert witness report has been received in October and is currently being reviewed by officers for detail and accuracy. Some redaction of names has also been requested by the expert witness before the report is published more widely.

Once complete the executive summary and conclusion will be published and any resident requesting the full report may do so (it is circa. 500 pages).

The City are working on the implications and we will provide more details after the Housing Investment Board meeting.

Podium Repairs – Landlord Responsibility

The responsibility for repairs to the Barbican podium rests with the landlord, reflecting its status as part of the Estate’s public realm and the landlord’s obligations for the upkeep and maintenance of these areas. Accordingly, the costs associated with necessary podium repairs are the responsibility of the landlord rather than being apportioned to individual residential service charge accounts.

This position should be reflected in the assessment, funding and management of future podium repair works to ensure that costs are allocated appropriately and consistently with the landlord's responsibilities. Any proposed works should be reviewed and funded on this basis, with the relevant budgetary arrangements confirmed as part of the project planning process.

Governance Review

The initial findings of the governance review have been received. The review sets out the relevant statutory obligations and governance framework and considers these against the current operating model. Further work will consider the findings and any implications for existing governance arrangements.

Stakeholder and leaseholder engagement sessions are planned for November and December 2026 to provide an opportunity for interested parties to contribute to the review. Further details will be shared in due course, and all those wishing to participate will have the opportunity to do so.

Sharing of Flat Numbers with House Groups

Advice has been received from the City Corporation's Legal Services team confirming that flat numbers **may** be shared with House Groups, subject to a signed agreement setting out appropriate GDPR and confidentiality requirements.

Consultation will be required before this approach is implemented.

Officers are drafting the proposed terms of agreement for Defoe House as a pilot. These will be brought to the next meeting for consideration before any wider rollout is progressed.

Historic Support Service Recharges

The City historically included recharges for corporate support services, including HR and Chamberlain's, within the budget. These recharges have since been removed; however, a wider review of historic charges was also committed to.

The Director and Head of Finance for DCCS are urgently coordinating dates for a meeting with the Service Charge Working Party (SCWP) to review the historic charges. Further updates will be provided following the meeting.

Salvage Store

The Barbican Estate Office (BEO) has taken over responsibility for the Barbican salvage store and will manage its operation and ongoing arrangements going forward.

Smart Meter Installation

An agreed methodology has been developed for installing smart meters within properties where asbestos is present. The approach involves fitting a fire-rated board over the existing asbestos material and mounting the meter onto the board, without disturbing the asbestos. The methodology has been discussed and rationalised with the energy providers operating across the Estate.

Implementation is anticipated during 2027, subject to final arrangements. Smart meter installation remains voluntary, and the City Corporation is not requiring or enforcing the installation of smart meters in residents' properties.

House Inspections

House inspections have recommenced, with a revised approach agreed to improve consistency and continuity. While inspections will continue on a quarterly basis, officer changes will now take place annually rather than quarterly, reducing disruption and supporting more effective follow-up.

A number of inspections have produced positive findings. However, resourcing pressures, particularly within Accounts and Repairs, have affected the consistency of delivery. Officers are committed to bringing the inspection programme back up to date by the end of the year. An example inspection report is attached for reference.

Appendices

Appendix 1 – Example Inspection Report

Dan Sanders
Director of Property & Estate Management
E: dan.sanders@cityoflondon.gov.uk

Powered by Mitti

Block Inspection Report V1

Sep 15, 2026

Complete

Score	0 / 0 (0%)	Flagged items	0	Actions	0

Block Name	Ben Jonson House
Conducted on	15 Sep 2026 14:00 BST
Prepared by	Curtis Bannister-Pond
Accompanied By (RTA Rep/Resident)	Fiona Lean
Cleaner(s) Responsible for this area	

Communal Areas

Communal Areas

Include floor or staircase numbers as needed;

Staircase 61
Image 1 - where does this vent lead to, smell coming from vent is an issue - PROPERTY SERVICES
Image 2 - door trim has come away, is this trim suitable? Needs repairing. - PROPERTY SERVICES
Image 3 - check these are emergency lights - Yes emergency lights only.
Image 4 - rubbish in dry risers check them all - ESTATE SERVICES
Loose floor panels all floors - PROPERTY SERVICES
Lots of seized cupboard locks can there be a routine of maintenance? - PROPERTY SERVICES

5TH FLOOR
Images 5 - 8 further cleaning items to be pick up - present in last inspection - ESTATE SERVICES
Image 9 - Discussion to be had around planting in communal external spaces. - RESIDENT SERVICES
Image 10&11 build up of calcium needs removing - ESTATE SERVICES
Image 12 - plan for broken slab replacements - PROPERTY SERVICES
Image 13 - cleaning of light fixtures in external spaces - some resolved since last inspection, some still outstanding. ESTATE SERVICES

3rd FLOOR
Image 22 - door frame damaged - PROPERTY SERVICES
Image 23 - damaged tile - PROPERTY SERVICES
Image 24 - vents need dusting - ESTATE SERVICES
Image 25 - dry riser not closing correctly - PROPERTY SERVICES
Image 26 - drainage by window frames is there a plan to keep clear? - PROPERTY SERVICES
Image 27 - lights out in stores 1088-1093 - PROPERTY SERVICES
Image 28 - socket in corridor outside 340 and 338 is loose - PROPERTY SERVICES
Image 29 - dust the vents - ESTATE SERVICES
Image 30 - missing glass section above door 318 - PROEPRTY SERVICES
Image 31 - paint around lifts not binding properly - PROPERTY SERVICES

2ND FLOOR
Image 32 - Missing cover on socket outside stores 999-1003 - PROPERTY SERVICES
Image 33 - light out in stores 999-1003 - PROPERTY SERVICES
Image 34 - Windows of stores need cleaning - ESTATE SERVICES
Image 35 - check all glass pieces above doors and clean and put back. - ESTATE SERVICES
Image 36 - socket outside 240 is loose CHECK ALL SOCKETS - PROPERTY SERVICES
Image 37 - lights out in tenant stores 1019-1028 also items need clearing (images 38&39) PROPERTY SERVICES

Staircase 62
Water ingress coming in from podium level and going down stairs - PROPERTY SERVICES
Image 14 - scuff on wall 5th floor can this be cleaned off? - ESTATE SERVICES
Image 15 - Storage units area 1107-1111 - drainage issues and water marks - PROPERTY SERVICES
Image 16 loose screw on switch - PROPERTY SERVICES
Image 17 slab is missing a pad so is wonky - PROPERTY SERVICES
Image 18 - yellow divider, plastic

Staircase 64
Image 19 - Light out 5th floor - PROPERTY SERVICES
Image 20 - Light out 4th floor - PROPERTY SERVICES
Image 21 - Tiles need polishing - ESTATE SERVICES

6TH FLOOR
image 38 - damage in tenant stores 1054-1058 - PROPERTY SERVICES
Image 39 - plants out on 6th floor fire escape area - RESIDENT SERVICES


Photo 1

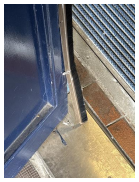

Photo 2


Photo 3

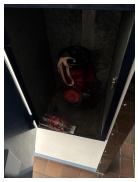
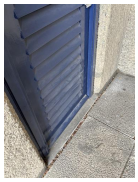

Photo 4


Photo 5


Photo 6

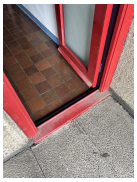

Photo 7


Photo 8


Photo 9

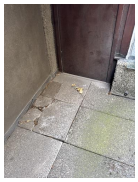

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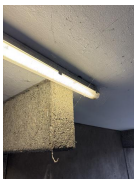

Photo 13


Photo 14


Photo 15


Photo 16

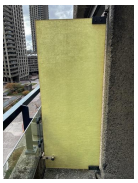
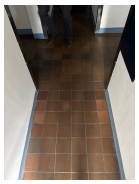
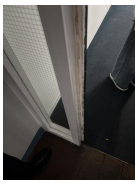
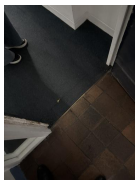

Photo 17


Photo 18


Photo 19


Photo 20


Photo 21


Photo 22

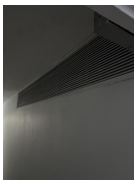

Photo 23


Photo 24


Photo 25


Photo 26


Photo 27


Photo 28


Photo 29

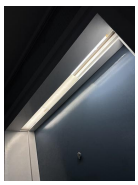

Photo 30


Photo 31


Photo 32


Photo 33


Photo 34

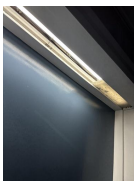
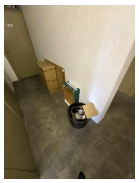
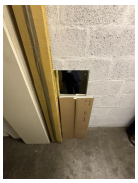

Photo 35


Photo 36


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Photo 38


Photo 39

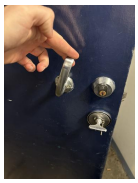

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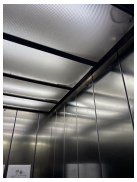
Photo 41

Photo 42

Lifts

Please include lift numbers for reference;

Broken glass panel in lift 63 - PROPERTY SERVICES


Photo 43

Repairs

List repairs noted on inspection here;

Lights

Include floor or staircase number as needed;

Car Parks

Cleaning issues, items for removals and other issues

Car park drains are they working? - PROPERTY SERVICES

Door handle SC 64 broken - PROPERTY SERVICES

What is this white drainage pipe for? - PROPERTY SERVICES

Door out to car park from SC 63 - door handle is loose, screw missing - PROPERTY SERVICES


Photo 44


Photo 45


Photo 46

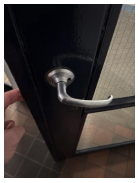

Photo 47


Photo 48


Photo 49

Officer Comments/feedback

BEO Update Requests
- Update on glass divider replacements, some are a different colour/material, what is the plan for these?
- Update on balcony slab replacements? Some are different and many are cracked, what is the plan for replacement of these?
ACTION: CBP to request information from Property Services and share an update via the App.

COMPLETED CLEANING ITEMS FROM LAST INSPECTION
- It was noted that external communal areas around tenant stores had seen a noticeable improvement in cleanliness, areas had been swept and dusted, however there was still improvements to be made which have been noted in the report and further improvement will look to be achieved for the next inspection. (Images 5-8). The rubbish and abandoned items in these areas that were noted in the last inspection were all cleared.

Media summary



Photo 1



Photo 2



Photo 3

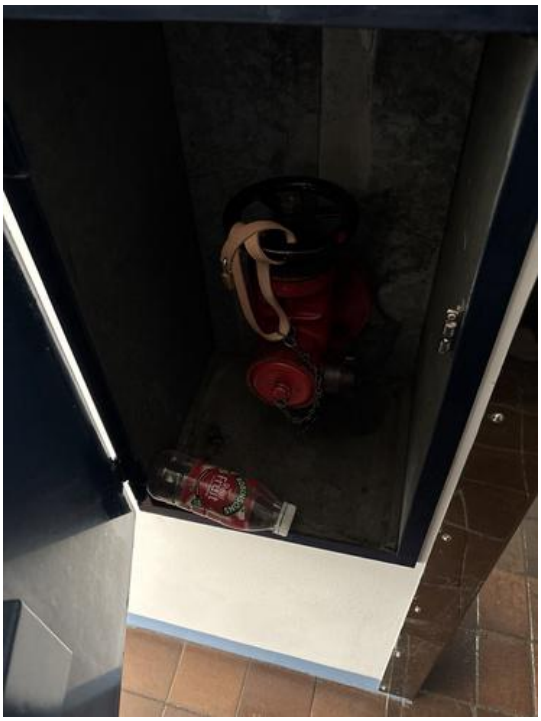


Photo 4



Photo 5



Photo 6



Photo 7



Photo 8



Photo 9



Photo 10



Photo 11



Photo 12



Photo 13



Photo 14



Photo 15



Photo 16



Photo 17



Photo 18



Photo 19



Photo 20

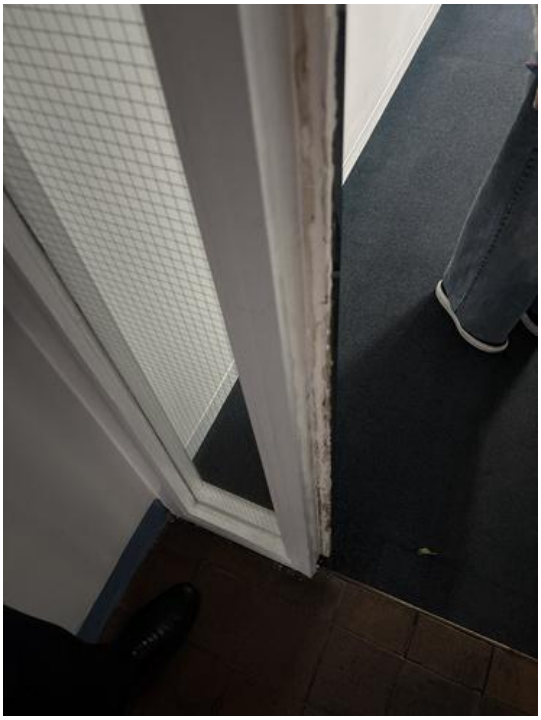


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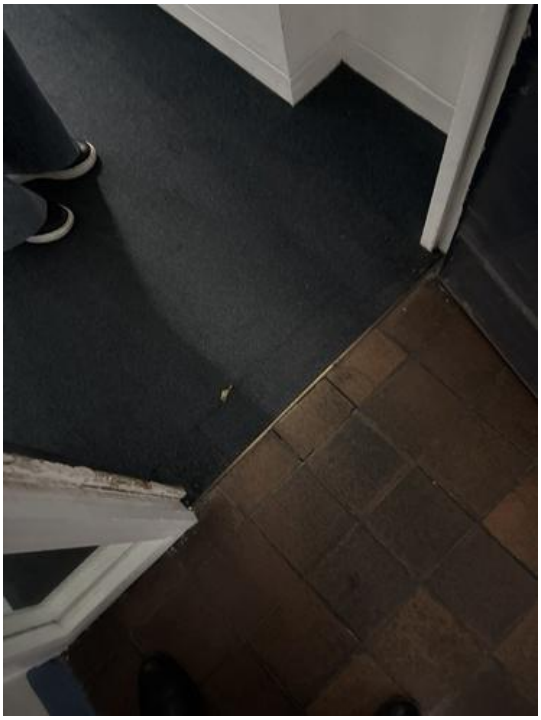


Photo 22



Photo 23



Photo 24



Photo 25



Photo 26



Photo 27



Photo 28



Photo 29

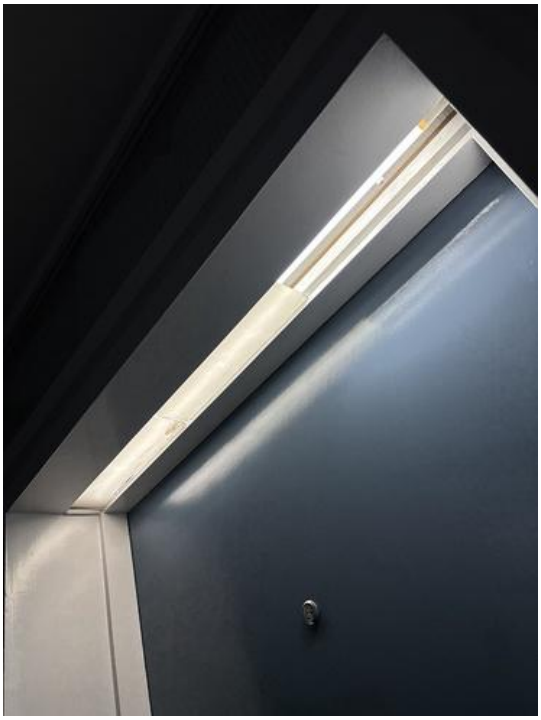


Photo 30



Photo 31



Photo 32



Photo 33



Photo 34



Photo 35



Photo 36



Photo 37

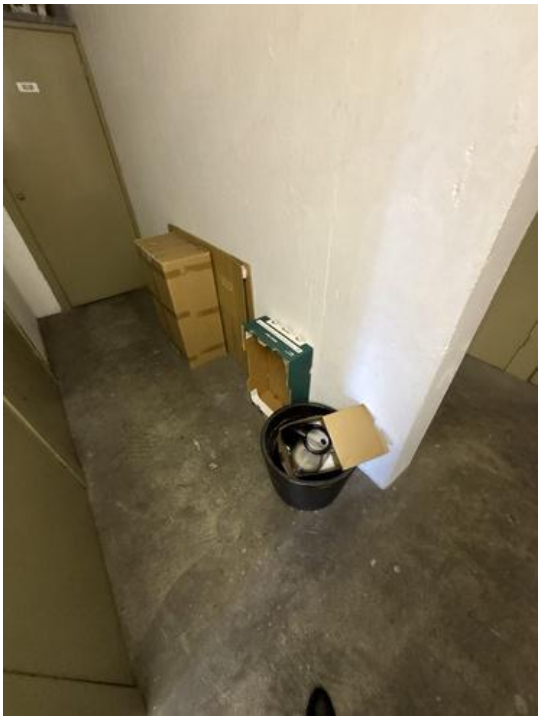


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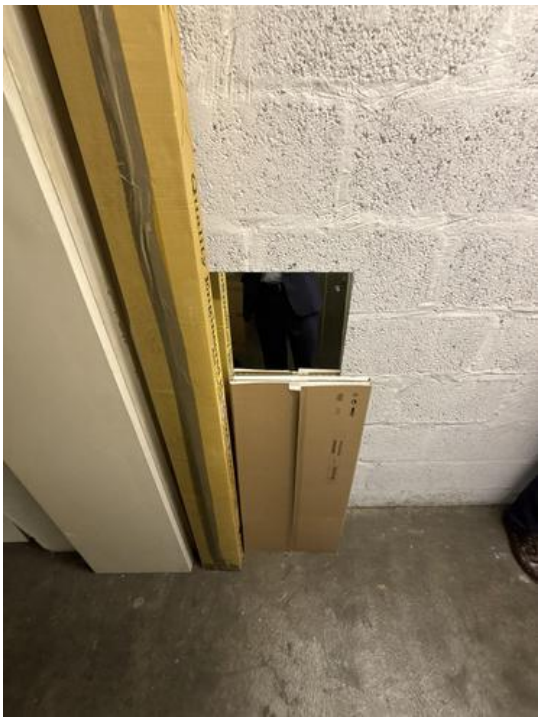


Photo 39



Photo 40



Photo 41



Photo 42

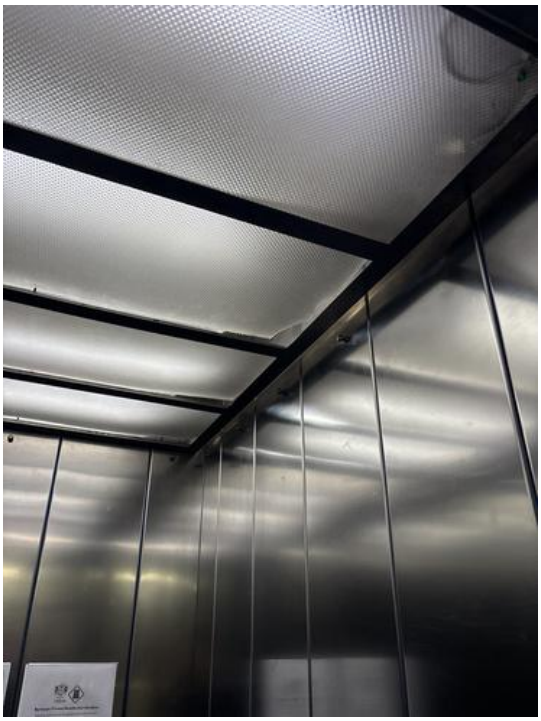


Photo 43



Photo 44



Photo 45



Photo 46



Photo 47



Photo 48



Photo 49

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Committee(s): Residents Consultation – For Information Barbican Residential – For Information	**Dated:** 26/10/2026 16/11/2026
Subject: Major Works Programme Board	**Public**
This report: Provides the Major works Programme Board updates	The report includes information on the Barbican Major Works Programme Board
If so, how much?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: The Executive Director of Community & Children's Services	**For Information**
Report author: Dan Sanders – Director of Property & Estate Management	

Purpose of the Report

This report provides Members with an overview of the work undertaken by the Major Works Programme Board (MWPB) during the current reporting period.

The Board's primary focus remains the development of the Barbican Estate's long-term capital investment strategy, including the refinement of the 30-Year Major Works Programme and oversight of key projects. Particular attention is being given to balancing investment in ageing infrastructure with affordability, resident impact, operational resilience and the long-term sustainability of the Estate.

Recommendations

Members are asked to:

- Note the work undertaken by the Major Works Programme Board during the reporting period.
- Note progress on the Tower Block Lift project, Terrace Lift project, project management resourcing and other key workstreams.
- Support the continued development and implementation of the Major Works Programme.

Main Report

1.) Senior Project Management Resourcing

Following committee approval, recruitment commenced for three Senior Project Manager positions. Two appointments were successfully made: Will Roberts through

internal promotion and Graham Sheret, who transitioned from a contractor role to permanent employment.

The third vacancy could not be filled to the required standard, given the quality of candidates received.

A further recruitment exercise is planned to secure three additional Senior Project Managers to support the capital works programme, two of which will be funded by the City of London Corporation, alongside a Project Manager to backfill Will Roberts' previous position. Interviews are anticipated to commence in late 2026 or early 2027.

2.) Tower Block Lift Project

Significant progress has been made towards appointing a specialist consultant for the Tower Block Lift project.

The wording of the Section 20 consultation notices was agreed on 20 September 2026. The notices are being prepared for issue to leaseholders, accompanied by a covering letter explaining the consultation process, the notice of proposal and the associated proposal documents.

The Porters have been briefed and provided with copies of the notices but have been asked not to distribute them, as hard copies will be sent directly to leaseholders. They will be kept informed of progress, with further engagement planned following the consultant's appointment.

Following discussions with Procurement, the anticipated timetable is as follows:

Milestone	Target date
Section 20 consultation closes	4 November 2026
Approval of tender award	11 November 2026
Outcome letters issued	12 November 2026
End of standstill period	20 November 2026
Consultant appointment	23 November 2026

The timetable remains subject to the consultation and procurement processes proceeding as planned. Officers and Procurement consider the risk of a challenge to the tender outcome to be low, given the detailed evaluation undertaken and the intention to award in accordance with the tender scoring.

3.) Terrace Lift Project

Procurement documentation is being prepared to appoint a specialist consultant for the Terrace Lift project. The project will address ageing lift electrical systems, many of which are between 22 and 28 years old. Parts are increasingly difficult to source, while breakdowns and outage times are increasing.

The planned works will replace key electrical components, including control panels, drives, door equipment, wiring, buttons and displays. Delivery is expected to take place over three to four years.

To ensure meaningful resident involvement, officers are preparing a call for volunteers to recruit 6 to 8 residents to participate in a resident working party. The working party will provide input on the scope of works, programme, prioritisation, disruption management, communications, quality and costs.

One or two of the working party members will also have the opportunity to participate in the evaluation of consultant and contractor tenders, with appropriate support provided.

Applications are being sought from residents with a range of skills and experiences, including building services, construction, project management, communications, legal matters, finance and procurement. Residents who rely on the lifts daily, including those with mobility needs or caring responsibilities, are particularly encouraged to participate.

Dear Resident,

The Barbican Estate Office is starting a programme of electrical repair works to the lifts across the Terrace Blocks. We are looking for six to eight residents to join a resident working party to help us shape and oversee the works.

What the works involve

Most of the lift electrics in the Terrace Blocks are between 22 and 28 years old. Parts are becoming harder to source, and breakdowns are more frequent and outage times are extending. Over the next three to four years, we plan to replace the main electrical components in each lift, including the control panels, drives, door equipment, wiring and the buttons and displays in the lift car and on each landing.

We are first appointing a specialist lift consultant to design the works and manage the contractors on our behalf. We will then appoint the contractors through a separate tender. Service charge payers will receive formal consultation notices about both at the relevant time.

What the resident working party will do

The working party will give residents a direct voice on the works. Members will:

- *Comment on the scope and requirements of the works*
- *Review and comment on the programme, the prioritisation of the work, and how disruption is managed*
- *Help us get resident consultation and communication right*
- *Receive regular updates on progress, quality and costs*
- *Raise issues on behalf of residents in their block*

Once the working party is set up, members will also nominate one or two of their number to sit on the panels that evaluate the tenders for the lift consultant and, later, the contractors. This will involve reading and scoring tender submissions and attending interviews, with training and support provided if necessary. Relevant experience in building services engineering would be helpful for this role.

Who we are looking for

We want the working party to bring together a range of skills and experience, and we would encourage residents from all backgrounds to come forward. We would particularly like to hear from residents with experience in:

- *Building services engineering*
- *Surveying, construction, or project management*
- *Communications or stakeholder engagement*
- *Legal or contractual matters*
- *Finance*
- *Procurement*

Technical knowledge is not essential. We especially welcome residents who rely on the lifts day to day, including those with mobility needs or caring responsibilities, as your experience will help us plan the works around the people who use them. Leaseholders and City of London tenants are welcome to apply.

Time commitment

We expect the working party to meet quarterly, although this may fluctuate depending on the stage which works are at. Meetings will be in person at the Estate Office or online, lasting about 90 minutes. The tender panel role involves additional time in January and February 2027 to evaluate the consultant tender, and more time in the summer to evaluate the contractor tender.

How to volunteer

Please email daniel.castle@cityoflondon.gov.uk or write to Daniel Castle, Barbican Estate Office, 3 Lauderdale Place, London, EC2Y 8EN, by 30 October 2026.

Please include your name, flat and block, and a personal statement of no more than 300 words. Your statement should tell us:

- *Why you would like to join the working party*
- *Which areas of experience listed above apply to you, if any*
- *Any other skills or experience you would bring, including your experience of using the lifts*

Joining the working party does not affect your right, or any other leaseholder's right, to make observations during the formal consultation. Your details will only be used to set up the working party, in line with the City of London Corporation's privacy notice.

How members will be selected

Working party members will be selected by the resident members of the Major Works Programme Board (MWPB), the board that oversees major works on the estate. The MWPB will select six to eight residents, based on the personal statements received. Across the working party, it will aim for a balance of skills and experience.

4.) Brandon Mews Canopy

Following discussions with the Brandon Mews House Group in December 2025, it was agreed that further information was required to assess the options appraisal prepared by Avanti, particularly the whole-life costs of the proposed canopy solutions.

Avanti subsequently engaged Stace to undertake this work, and the lifecycle cost information has now been received.

Officers will review the findings and arrange a further meeting with the Brandon Mews House Group and the Major Works Programme Board before the end of 2026 to consider the options and inform the next steps.

5.) Redecoration Project – Lessons Learned

As reported through the 2025/26 service charge accounts, £238,673 in project management fees is being refunded to leaseholders following recognition that aspects of the project management arrangements and oversight of the previous redecoration programme did not meet the expected standard.

Officers are finalising the draft lessons-learned document that was presented earlier in the year. This will identify the shortcomings of the previous programme and establish measures to prevent similar issues arising in future projects. The document will be presented to the Major Works Programme Board and subsequently to the Residential Consultation Committee (RCC) at their next meetings.

Willoughby House experienced particularly significant issues during the redecoration project, which are being addressed through a separate project. For the remaining blocks, any identified defects or remedial works will be incorporated into the next redecoration programme.

6.) 30-Year Major Works Programme - Financial Implications

The current estimated value of the 30-Year Major Works Programme is approximately £261 million. This figure remains indicative and will continue to be refined as projects progress through further survey work, design development and procurement.

The programme's scale reinforces the importance of robust project oversight, effective procurement and appropriate cost management to ensure that investment is prioritised and delivered efficiently.

Detailed financial implications for individual projects will continue to be reported through the appropriate governance processes as schemes develop.

Risk Implications

The Board's work supports the mitigation of several key strategic risks, including:

- Deterioration of ageing infrastructure: through planned investment, renewal and lifecycle management.
- Regulatory non-compliance: by incorporating statutory obligations and building safety requirements into project planning and delivery.
- Asset failures and service disruption: through proactive maintenance and the replacement of ageing building systems.
- Increasing maintenance costs: by reducing reliance on reactive repairs through planned investment.

- Affordability pressures: through long-term financial planning, prioritisation and robust procurement.
- Project delivery and governance risks: through improved project oversight, lessons learned and meaningful resident engagement.

The development of a structured long-term investment programme provides a framework for managing these risks, supporting informed decision-making and improving accountability.

Conclusion

The Major Works Programme Board continues to develop a strategic, evidence-led approach to the long-term maintenance and renewal of the Barbican Estate.

Progress is being made across key workstreams, including the Tower Block Lift project, the Terrace Lift project, recruitment of additional project management resources and the review of options for the Brandon Mews canopy. Lessons from the previous redecoration programme are also being captured to strengthen future project delivery and oversight.

The Board remains focused on balancing resident needs, affordability, operational resilience and effective asset stewardship to ensure that the Estate remains safe, sustainable and fit for future generations.

Members are invited to note the work undertaken and the progress made across the Major Works Programme during the reporting period.

Appendix

Appendix 1 – Major Works Programme Project Tracker

Dan Sanders
Director of Property & Estate Management
E: dan.sanders@cityoflondon.gov.uk

Project No.	*Project*	*Current Expected Project Outcome*	*Project Priority*	*Project Manager*	*Current Stage*	*Funding Source*	*Works Pattern*	*Dependencies*	*Contractor & Consultant Details*	*Milestones*
22	Measured Surveys	Ensure there is a comprehensive record of accurate building measurements across the estate.	**H**	GS	Pre-Consultant Tender	City Fund	One-off	N/A	TBC once tender exercises complete.	Completed G1 - Progressing to Tender Preparation
1	Fire Signage - Estate Wide	Ensure fire signage on the Barbican Estate is in line with current statutory, regulatory and fire safety standards.	**H**	GS	Detail Design	City Fund	One-Off	Measured Surveys (22)	Consultant - Ingleton Wood Contractor (Bunyan Signage works) - Guardian Consultancy Fire Engineer - BB7	Schedule of Works due to be completed once confirmation of wayfinding signage locations and designs confirmed by the Conservation Officer and Building Control. Tender documents to be completed once new common parts drawings are available.
7	Electrical Repair of Lifts - (terraced blocks)	Repair the electrical components of the lifts, including the replacement of key electrical components, including control panels, drives, door equipment, wiring, buttons and displays. Upon completion, maintenance frequency, timescales, and costs to be reduced.	**H**	DC	Feasibility	Service Charge	One-Off	N/A	TBC once tender exercises complete.	Anticipated programme to be developed with lift consultant.
8	Lobby Refurbishment - Shakespeare	Provide a newly refurbished Shakespeare Tower Lobby. Lobby to have improved aesthetics, lighting levels, traffic flows, security, parcel management and porter comfort.	**L**	WR	Detail Design	Service Charge	One-off	N/A	Architect - Paolo Cossu Architects	Listed Building Consent received and now tender documents being prepared. Programme to be reviewed once tender documents finalised.

Project No.	Project	Costs	Programme (RIBA Stage 1 - 6)	H&S Project	Current Notes	Next Steps
22	Measured Surveys	£700,000	Preliminary Dates: Commence Jan 27 Completion Apr. 27	Y		- Preparation of Tender and appointment of consultants in progress
1	Fire Signage - Estate Wide	£300,000 - £700,000 (estimate) Need to be custom made signs following Listed Building Consent conversations. Limited benchmarking until we have a variety of signs made up.	Preliminary Dates: Commence Apr. 27 Completion Oct. 27	Y	- Ingleton Wood completed surveys. - Guardian Consultancy started works in Bunyan. Works now on hold whilst discussions with residents are revisited. - Due to evolved scope (following regulation change), likely need to submit Section 19 notice for LBC for directional signage. - Building Control happy we can proceed without any notification, and using font/typeface of the LBC. - Continue with Bunyan to complete signs that are known as necessary, balcony signage to be reviewed and included if necessary. - Presentation made to MWPB January 2026. - The company producing the sample signs have visited site 11/09/26 to carry out surveys of the existing signs so they can then make up the bespoke sample signs for statutory approval - Meeting with Ingleton Wood, Conservation Officer and sign contractor 09/09/26 to review samples. - Conservation officer has chosen the sample sign and has asked for a full sized graphic of directional signs to be made up so he can assess the aesthetic in-situ. Standard signs with revised font to be produced for review.	- Engagement exercise with residents to be rerun to cover new signs not included in LBC. - New floor plans/elevation drawings to be produced where current drawings are known to be incorrect. - Ingleton Wood & BB7 in discussions with CoL Conservation & Building Control over additional signage requirements. - Town Hall event to be held in Winter 2026 following confirmation of wayfinding signage designs and locations have been approved by conservation. - G1 & G2 to be submitted to RCC & BRC. - Awaiting final comments from Tommy Roberts (Conservation Officer). - New LBC submission required - Progress is dependent upon the completion of measured surveys anticipated to be April 2027.
7	Electrical Repair of Lifts - (terraced blocks)	Budget costs to be developed with lift consultant (Ilecs Lift Consultants).	Preliminary Dates: Commence April. 27 Completion April. 28	N	- Intention is to obtain approval to complete the electrical refurbishment on all lifts. Parts to be retained from these lifts, to be utilised as required in wider lifts when repairs are required. - A paper was presented to June/July RCC/BRC.	- Preparation of Tender documents for Lift Consultants in progress (December 2026). - DC to prepare a programme (road map) for the next six months. - DC to seek Working Party participants.
8	Lobby Refurbishment - Shakespeare	Architect - £15k Construction etc. tbc.	Preliminary Dates: Commence May 27 Completion August 27	N	- Initial s.20 completed by DC in November 2024. Observations Response issued October 2025. - Statutory Stakeholders have confirmed limited risk based on proposals. - Planners are awaiting the Architects latest designs for incorporating into planning submission - Architect reviewing designs following site meeting. Revised specification to be provided. - MEP survey of lobby being progressed. - Indicative programme to be prepared. - Conditional Listed Building Consent received.	- WR to prepare tender documents with input from Paulo Cossu Architects.

Project No.	Project	Current Expected Project Outcome	Project Priority	Project Manager	Current Stage	Funding Source	Works Pattern	Dependencies	Contractor & Consultant Details	Milestones
2	Fire Doors - Estate Wide	Ensure fire doors on the Barbican Estate that directly impact primary escape routes are in line with current statutory, regulatory and fire safety standards.	**H**	GS	Detail Design	City Fund	One-Off	N/A	Phase 1 Architect - Reform Architects Fire Engineer - BB7 Planning Consultant - Grade Planning Heritage Consultant - Heritage Information Contractor - Gerda Security Products	Phase One technical design 100% completed. Listed Building Consent Application to be submitted following town hall event. Application for BSR to follow Listed Building Consent. Anticipated contractor to commence onsite summer 2027.
3	Building Envelopes including roofs, windows, balconies and rainwater goods	Ensure that the building envelopes of the relevant Houses are wind and water tight and that appropriate repair and maintenance methodologies are agreed, documented and implemented	**H**	GS	Pre-Consultant Tender	TBC following Expert Witness review.	One-Off	Measured Surveys (22) Expert Witness - Ben Jonson House (10)	TBC once tender exercises complete.	TBC. Tender preparation for consultants
7	Barbican Podium - Phase 2	Ensure that the Barbican Podium public realm (Phase 2) is renewed to a high standard with new paving, drainage, street furniture and landscaping.	**H**	PM to be appointed	Detail Design	City Fund	One-Off	N/A	Consultant - Atkins & Stace Contractor - Maylim	Court of Common Approval for Stage 5 is on 3 December 2026. Execute contract with contractor in January 2027. Commence on site Autum 2027.

Project No.	Project	Costs	Programme (RIBA Stage 1 - 6)	H&S Project	Current Notes	Next Steps
2	Fire Doors - Estate Wide	£20,000,000 for all 5 phases.	Preliminary Dates: Commence Aug. 27 Completion Dec. 31	Y	- Listed Building Consent will be required. - Project will need to go through Building Safety Regulator. - Ahead of works, condition surveys will need to be done in flats. - Survey of services penetrations through floors in cupboards undertaken. - Presentation to MWPB completed November 2025. - Factory visit held 17/02/26 to review fire door. - Side panel door failed its fire test, the material was found to be defective not the design. - The side panel door will be retested in Autum 2026. - Concerns around ductwork being reviewed by BB7. - Sample door & light fitting to be available for Town Hall event. - Procurement written to asking if current design / consultant team can be employed for subsequent phases to prevent loss of knowledge, consent declined. - GS produced an issues report to obtain additional monies for Phase 1 (Installation) and consultants and contractor for Phase 2, was approved at BRC on 11 May 2026. - Town Hall 6th May at St Giles. Receipt of comments and observations following the Town Hall Exhibition. These observations have fed into the LBC and amended detailed design. - Fire Door was displayed in St Giles until the 18 May (following Town Hall).	- Observations reviewed and only outstanding item is size of the doorknob. - Investigating whether we can have a 60mm doorknob. - Conversation to be had with utilities companies (BT etc.) regarding maintaining fire door integrity during utilities works post fire door completion. - Working on BSR application. Meeting 18/08 with Mo on what existing electronic information we have. - Existing approval documents sent to RASC Clerk to get monies released in September. - Lining up measured surveys of each door opening. - DTM w/c 07/09. - Eton (asbestos contractors) attending 04/09 to survey sample doors and advise the level of survey required and expected cost for this. - Budget costs for Phase 1 expected by 14.09.26. - Looking to commission fire strategies for the tower blocks separately to try and speed up production of Gateway 2 Document. Meeting set up with Procurement. - To investigate electronic data management of doors as part of BSR application.
3	Building Envelopes including roofs, windows, balconies and rainwater goods	£47,500,000 for whole project.	TBC	N	- Project to include roofs, balconies, and drainage. - Windows already in up to G2 approval. Scope increased to include roofs, balconies, and drainage. - G1 & G2 approvals received on increased scope. - MWPB have requested tender exercise be peer reviewed - Roof work will fall under BSR requirements. - Ad hoc urgent water penetration repairs still being progressed. - Issues report to combine Roofing and windows project into a single External Envelope Project submitted to DCCS Portfolio Board on 13.03.26.	- Confirmation of the funding of this programme is awaited (percentages to City Fund & Leaseholders). It is dependent on the results of the Expert Witness Review.
7	Barbican Podium - Phase 2	£37,000,000	RIBA Stage 4	Y	- Preparing the report to go to committee in September 2026 - Stage 5 paper is to be submitted to 7 committees between September and December 2026.	- Court of Common Council will consider approval for Stage 5 on 3 December 2026. - Execute contract with contractor in January 2027. - Commence on site Autum 2027.

Project No.	*Project*	*Current Expected Project Outcome*	*Project Priority*	*Project Manager*	*Current Stage*	*Funding Source*	*Works Pattern*	*Dependencies*	*Contractor & Consultant Details*	*Milestones*
5	Lift Major Modernisation - Tower Blocks (Phase One)	Complete a major modernisation of the existing lifts within the Tower Blocks. Lifts to brought up to current regulation standards where possible. Upon completion, maintenance frequency, timescales, and costs to be reduced.	**H**	WR	Pre-Consultant Tender	Service Charge	One-off	N/A	TBC once tender exercises complete.	Target to be in contract with consultant for design development late 2026. Target construction programme (October 2027- October 2030) under review with Procurement and subject to updates following appointment of consultant.
6	Lift Major Modernisation - Wider Estate (Phase Two)	Complete a major modernisation of the existing lifts across the wider estate (excluding Tower Blocks). Lifts to brought up to current regulation standards where possible. Upon completion, maintenance frequency, timescales, and costs to be reduced.	**M**	WR	Pre-Consultant Tender	Service Charge	One-off	Electrical Refurbishment of Lifts - (terraced blocks) (7)	TBC once tender exercises complete.	Works to follow on from Phase One and the Electrical Repair of Lifts - (terraced blocks). Programme to be confirmed once firm programmes known for both of these projects.
21	Mechanical & Electrical Infrastructure	Ensure M&E infrastructure is in good repair and condition.	**H**	PM to be appointed	Ongoing	Service Charge	One-Off	N/A	TBC once tender exercises complete.	TBC subject to surveys.
9	Paving Relaying - Thomas More Garden	Address trip hazards present from uneven pavers.	**H**	DC	Pre-Tender	Service Charge	One-Off	N/A	TBC subject to tender exercise completion.	TBC
4	Canopy - Brandon Mews	Provide an agreed and desired solution to the canopy of Brandon Mews, addressing concerns raised around the age and visual condition of the existing canopy.	**L**	WR	Feasibility	Service Charge	One-off	N/A	**Feasibility** Architect - Avanti Architects	- Updated Feasibility expected October 2026.
12	Redecoration - Frobisher Crescent	To protect the fabric of the buildings & ensure the visual appearance of Frobisher Crescent is in line with expected standards by completing cyclical redecoration works.	**M**	DC	Feasibility	Service Charge	Cyclical	Frobisher Louvres & EWFRA (17)	TBC once tender exercises complete.	Works targeted for late summer 2026.
14	Redecorations (Internal) - Estate Wide (2027 - 2028)	To protect the fabric of the buildings & ensure the visual appearance of the Estate is in line with expected standards by completing cyclical redecoration works.	**M**	PM to be appointed	Feasibility	Service Charge	Cyclical	N/A	TBC once tender exercises complete.	TBC subject to initial review on scope requirements and phasing.

Project No.	*Project*	*Costs*	*Programme (RIBA Stage 1 - 6)*	*H&S Project*	*Current Notes*	*Next Steps*
5	Lift Major Modernisation - Tower Blocks (Phase One)	Budget Costs are: £5,905,750 for 3No. tower blocks.	Preliminary Dates: Commence Oct. 27 Completion Oct. 30	N	- Tower Group meetings being held at suitable project intervals next meeting to be held Autum 2026. - G1 & G2 approvals in place. - S.20 notice issued out for Towers with FAQ sheet. - Consultant Tender returns received & evaluated (Inc. resident involvement). - CAT Board approval received Feb 2026. - Agreed with Procurement to run Two Stage Tender. - Stage 2 Tender Return 22nd May. - Stage 2 Tender Decision Paper presented to July BRC.	- Section 20 Notice of Estimates to be issued in w/c 14/09/26. The Section 20 will be presented to MWPB on 16/09/26.
6	Lift Major Modernisation - Wider Estate (Phase Two)	Budget Costs were £9,832,000 for wider estate (excluding tower blocks). These will be refined to reflect the impact of the Electrical Repair of Lifts programme.	Preliminary Dates: Commence Oct. 28 Completion Oct. 33	N	- Phase 2 project to incorporate all of the low rise blocks (everything excluding the 3No. towers). - Phase 2 to follow Phase 1 and and the Electrical Repair of Lifts - (terraced blocks).	- Phase 2 Lift Group to be set up in due course. - Prepare Tender documents for Lift Consultants
21	Mechanical & Electrical Infrastructure	TBC subject to surveys.	Preliminary Dates: Commence Dec. 26 Completion TBC	Y	- Mechanical & Electrical infrastructure review and upgrade works required as part of ongoing planned preventative maintenance.	- Detailed surveys to be scoped, costed and undertaken.
9	Paving Relaying - Thomas More Garden	Budget Costs are: £100,000	TBC	Y	- Funding approved for project for financial year 2025/2026. - Works need to be completed by end of financial year (April 2027)	- Carry over of funds being requested and has been approved.
4	Canopy - Brandon Mews	**Feasibility** Architect - £36k initial fee + £2,250 uplift for additional option review.	TBC	N	- Scheme being split from wider Building Envelopes project. - Stakeholder consultation presentation and meeting held with Brandon Mews residents and MWPB on 24th November.	- Option costs received including lifecycle costs. - To set up a meeting with Avanti, Brandon Mews residents and MWPB to discuss outcome of report. - Avanti are required to make a recommendation as to which option they would recommend. - QS to be in meeting to explain how they built up costs. - WR continuing to chase Avanti.
12	Redecoration - Frobisher Crescent	TBC	TBC	N	- Barbican Centre have confirmed they have required funding for project. - Quote received from McLoughlin. - Procurement have stated we cannot add these works as an instruction to McLoughlin's existing contract. Additional quotes required.	- Tender documents to be prepared for works. - Awaiting confirmation from Building Control on whether its decorative or building fabric - Dependent on whether Louvres require any repair or remedial works.
14	Redecorations (Internal) - Estate Wide (2027 - 2028)	TBC subject to initial review on scope requirements and current budget costings.	TBC	N	- Cyclical internal redecoration works are carried out across the estate.	- Programme to be prepared for redecoration cycle.

Project No.	Project	Current Expected Project Outcome	Project Priority	Project Manager	Current Stage	Funding Source	Works Pattern	Dependencies	Contractor & Consultant Details	Milestones
15	Redecorations (External) - Estate Wide (2027 - 2028)	To protect the fabric of the buildings & ensure the visual appearance of the Estate is in line with expected standards by completing cyclical redecoration works.	**M**	PM to be appointed	Feasibility	Service Charge	Cyclical	N/A	TBC once tender exercises complete.	TBC subject to initial review on scope requirements and phasing.
16	Internal Carpeting	Ensure those carpets which are the responsibility of the Freeholder are up to the expected standards of the estate.	**M**	PM to be appointed	Feasibility	Service Charge	Cyclical	N/A	TBC once tender exercises complete.	TBC subject to review on current position and phasing.
17	Frobisher Louvres & EWFRA	Determine and document the fire safety requirements of the external façade of Frobisher Cresent, including any required repair and remedial works that may be required.	**H**	DC	Pre-Commencement	Service Charge	One-Off	N/A	TBC once tender exercises complete.	Anticipate works to be complete by end of calendar year.
18	Wet riser valve replacement - Towers	Ensure the wet risers function appropriately, can be tested properly, and address issue where water ingress occurs during routine testing and maintenance.	**M**	PM to be appointed	Feasibility	Service Charge	One-Off	N/A	Sureserve	TBC
19	Compartmentation - Frobisher Crescent	Ensure residential floors are adequately fire stopped.	**H**	WR	Post-Completion Making Good	TBC	One-Off	N/A	Guardian - Contractor CoL - Building Control	Discussions with CoL Building Control with the file to be re-opened Fire Engineer to be appointed.
20	In House Repairs and Maintenance	Bring the Repairs and Maintenance contract in-house.	**H**	DC	Post-Completion	Service Charge	One-Off	N/A	Contractor - Elkins (temporary basis until R&M is in house)	In house Service commenced on 1 September 2026.

Project No.	*Project*	*Costs*	*Programme (RIBA Stage 1 - 6)*	*H&S Project*	*Current Notes*	*Next Steps*
15	Redecorations (External) - Estate Wide (2027 - 2028)	TBC subject to initial review on scope requirements and current budget costings.	TBC	N	- Cyclical external redecoration works are carried out across the estate.	- Programme to be prepared for redecoration cycle.
16	Internal Carpeting	TBC subject to review on phasing and current position.	TBC	N	- Replacement of carpets in communal areas are undertaken on a cyclical basis across the estate.	- Programme to be prepared for carpet replacement cycle.
17	Frobisher Louvres & EWFRA	£ 18,000.00	TBC	Y	- 3No. quotes received and reviewed.	- Most competitive quote being accepted and appointment to be agreed. - BEO to have a EWFRA carried out. May potentially seek to replace cladding with a non combustible material, in lieu of the timber cladding.
18	Wet riser valve replacement - Towers	£ 240,000.00	TBC	N	- Agreed with MWPB works need to proceed. Works will form part of the Major Works Programme. - Pressure tests and flow have been carried out on Lauderdale and Cromwell by Sureserve, with pressure and flow rates within statutory requirements. Tests to be carried out on Shakespeare following the repair works to the diesel pump	- To be progressed as part of the Major Works Programme. - Pressure tests and flow tests carried out and both Cromwell and Lauderdale have achieved statutory requirements. - Diesel pump to Shakespeare to be repaired and a pressure and flow test will follow repair. The back up electrical pump to Shakespeare is operating.
19	Compartmentation - Frobisher Crescent	TBC on Fire Engineer investigations.	TBC	Y	- Outstanding elements of firestopping noted from previously complete compartmentation project. - Discussions held with Building Regulations Approvers on outstanding works. - Meeting held between WR and Frobisher House Group Chair on the 25/11. - Contractor from works has provided a summary of why project was left with outstanding works (access issues). - BEO held discussions with CoL Building Control to reopen the file application. Building Control have confirmed that the file will be reopened.	- ED and DS met with Mark from CoL Building Control. - Monthly meetings to be set up with Mark. - Best option is to review mitigation strategies. - WR to determine what problems were and how to mitigate. Review with Guardian and get a Fire Engineer on board. - Quotes sought from 3No. Fire Engineers. Quotes received from 2. To proceed on basis remaining fire engineer is not quoting.
20	In House Repairs and Maintenance	TBC	N/A	N	- Elkins were providing repair and maintenance service on a temporary basis until the in house repairs team is established. Elkins demobilised in August 2026.	-The Repair & Maintenance service came inhouse on 1 September 2026. - Project Closure Report to be prepared.

Project No.	*Project*	*Current Expected Project Outcome*	*Project Priority*	*Project Manager*	*Current Stage*	*Funding Source*	*Works Pattern*	*Dependencies*	*Contractor & Consultant Details*	*Milestones*
10	Expert Witness - Ben Jonson House	Report that provides an expert opinion on the apportionment of liability for the condition of the fabric of Ben Jonson House, taking into account the work undertaken in 2002/6 to resolve the structural defects, the repairs and maintenance since then, and the management of warranties	**H**	ED/WR	Ongoing	City Fund	One-Off	N/A	Expert Witness - Hawkins	Report expected September or October 2026.
11	Roof waterproofing temporary repairs - Postern (9&10)	Prevent issues of water penetration from occurring.	**L**	DC	Complete	City Fund	One-Off	N/A	Contractor - Elkins	Complete.
13	Redecorations (2020 - 2025) - Estate Wide	To protect the fabric of the buildings & ensure the visual appearance of the Estate is in line with expected standards by completing cyclical redecoration works.	**L**	WR	Post-Completion	Service Charge	Cyclical	N/A	Mcloughlin Decorating Limited	Works complete. Financial assessment being undertaken. Close out report expected early 2027.

Project No.	*Project*	*Costs*	*Programme (RIBA Stage 1 - 6)*	*H&S Project*	*Current Notes*	*Next Steps*
10	Expert Witness - Ben Jonson House	£194,000.00	Complete	N	- Hawkins instructed to act as Expert Witness. - Purchase Order provided. - Kick off meeting held 18/11/2025.	- Waiting for Hawkins Report to be issued (expected in September or October 2026)
11	Roof waterproofing temporary repairs - Postern (9&10)	£27,000.00	Complete	N	- Works complete.	- Complete, waiting on warranty. - Project Closure Report to be prepared.
13	Redecorations (2020 - 2025) - Estate Wide	£3,401,000	Complete	N	- Works complete. - JN has left The City so WR is reviewing total project costs. - WR completed a review of lessons learnt for inputting into completion report. - For Information report presented to April/May RCC/BRC on the lessons learnt.	- Project Closure Report (Stage 6) to be issued for to RCC/BRC in spring of 2027.

Project Priority	Professional definition
HIGH (RED) — H	Mandatory or critical work requiring priority action because there is an identified or credible statutory, regulatory, lease/freeholder, fire, health and safety, or serious asset-performance risk.
MEDIUM (AMBER) — M	Necessary planned work where no immediate unacceptable risk or pressing compliance breach has been identified, but deterioration, changing requirements or continued delay could raise the priority to High.
LOW (GREEN) — L	Low-current-risk, discretionary, enhancement or previously agreed work with limited present statutory, lease/freeholder or health and safety imperative.

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Committee(s): Residents Consultation – For Information Barbican Residential – For Information	**Dated:** 26/10/2026 16/11/2026
Subject: Report of the Reporting Committee	**Public**
This report: Provides updates on the work of the reporting committee	The report includes information on the Reporting Committee
If so, how much?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: The Executive Director of Community & Children's Services	**For Information**
Report author: Dan Sanders – Director of Property & Estate Management	

Purpose of the Report

This report provides Members with an overview of the work undertaken by the Reporting Committee in recent months in relation to key estate policies, strategies, financial performance and operational reviews.

Recommendations

Members are asked to:

- Note the programme of work undertaken by the Reporting Committee.
- Note the detailed reports and supporting documents presented separately on this agenda.
- Support the continued development and implementation of this work to strengthen estate management, resident engagement, governance and service delivery.

Overview of Work Undertaken

1.) Service Charge Audit

The procurement process for an independent review of Barbican Estate service charge expenditure is ongoing. The review will focus on invoices, supporting documentation and expenditure, providing assurance to leaseholders. It will not constitute a conventional financial statement audit producing an audited balance sheet, as the Estate does not prepare a balance sheet for this purpose.

An initial approach to six firms resulted in three submissions. A subgroup of the Reporting Committee, comprising Dan Sanders (BEO Director), Shruti Sonawane

(Service Charge and Revenue Manager) and three resident representatives with accounts backgrounds, reviewed the proposals. Following the assessment, concerns regarding quality and pricing led to the decision to return to the market to broaden the pool of suitable firms.

Two further good-quality quotations have since been received. The panel will evaluate the submissions, with the intention of appointing a firm before the end of 2026 and commencing the review in early 2027.

2.) Service Charge Outturn 2025/26

The consolidated accounts for the Barbican Estate show an overall underspend of £1,289,602 against the billed estimate for 2025/26. This reflects lower expenditure than anticipated during the financial year.

- Billed estimate £14,934,831
- Actual expenditure £13,645,229
- Overall underspend £1,289,602

The following sections explain the principal areas of variance where expenditure differed from the estimate by 10% or more.

Electricity

- Billed estimate £981,425
- Actual expenditure £649,619
- Underspend £331,806

The underspend reflects lower energy costs and the benefits of the City of London's Power Purchase Agreement (PPA), which secures energy from a dedicated solar farm at a fixed market rate. The arrangement provides greater price stability and generates credits for excess energy exported to the grid, valued at the prevailing market rate.

The budget anticipated credits from the PPA, but actual credits exceeded the estimate by approximately £65,000. In addition, electricity used for car park boxes, fans and lighting within individual blocks is separately metered. Resident Engineers take meter readings at the financial year-end, allowing the relevant consumption to be deducted from the electricity costs allocated to each block and reducing the amounts charged to leaseholders.

The remaining underspend reflects changes in energy prices and consumption.

Heating

- Billed estimate £5,065,150
- Actual expenditure £3,401,760
- Underspend £1,663,390

The underspend reflects the benefits of the PPA, as described above. The remainder is attributable to changes in energy prices and consumption.

Leaseholders should note that the value of export credits is linked to prevailing wholesale electricity market prices. If market prices fall, the value of these credits will reduce accordingly.

Lifts

- Billed estimate £434,587
- Actual expenditure £488,627
- Overspend £54,040

The overspend reflects the maintenance requirements of the Estate's ageing lift infrastructure. Obsolete components and specialist repairs have contributed to increased costs.

A lift modernisation and renewal programme has been developed, with Phase 1 scheduled to commence in 2027. In the interim, ongoing maintenance remains necessary to ensure that lifts are safe, compliant and operational.

General Repairs and Maintenance

- Billed estimate £1,941,000
- Actual expenditure £2,282,786
- Overspend £341,786

The overspend reflects expenditure on repairs and maintenance across the Estate. Most reactive repairs are specific to individual blocks, meaning that expenditure can vary according to the maintenance requirements and issues arising during the year.

Soft Services: Window Cleaning, Garden Maintenance, Internal Cleaning and Pest Control

- Billed estimate £486,000
- Actual expenditure £560,969
- Overspend £74,969

The overspend is primarily attributable to increased window-cleaning and other cleaning-related costs, including cleaning materials.

These areas will be reviewed as part of the 2027/28 budget-setting process to ensure that future estimates appropriately reflect inflation, contractual commitments and anticipated service requirements.

Management

- Billed estimate £6,026,669
- Actual expenditure £5,963,643
- Underspend £63,026

The underspend reflects a combination of staffing and resource changes during the year. These include vacancies and staff absences, lower Resident Engineer costs following the decision not to replace the fourth engineer, and reduced external project management support following the introduction of a dedicated project management resource within the Barbican Estate Office.

These savings were partly offset by additional overtime costs associated with providing cover for cleaning absences and the Resident Engineers covering the out-of-hours rota.

3.) Barbican Redecoration Project 2020–2025

Actual expenditure relating to the project during 2025/26 totalled £531,265. A refund of £238,673 in project management fees is being provided to leaseholders, recognising that aspects of the project management arrangements did not meet the expected standard of service.

The project took longer than anticipated to conclude, and invoices relating to some blocks continued to be received during 2025/26.

The 2025/26 accounts were issued to leaseholders within the statutory deadline of 30 September 2026. Balancing credits will be applied in time for the December billing, while balancing charges will be collected in March 2027 to avoid placing additional financial pressure on leaseholders over the Christmas period.

4.) Policies and Service Standards

The Reporting Committee received the Communications Policy prepared by the Barbican Estate Office (BEO), which is included as an appendix to the relevant agenda papers.

The policy was broadly endorsed, subject to minor amendments which officers have not made to the version in this pack owing to annual leave and RepCom being close to the RCC paper deadline. Once finalised, it will establish a consistent management standard for BEO communications and provide leaseholders with greater clarity regarding the communication they can expect from the Estate Office.

5.) Statutory Compliance Report

The Reporting Committee received and reviewed the Statutory Compliance Report at its October meeting. Members noted that some of the information was out of date by the time the report was presented.

Officers committed to improving the reporting timetable to ensure that future reports are prepared and circulated closer to the end of the relevant reporting period, enabling Members to review timely and relevant information.

The report was generally well received, with minor comments and discussion on specific items. It is included in the supporting papers.

6.) General Updates and Further Work

The Reporting Committee welcomed the continued development of estate policies, following the Repairs and Maintenance Policy earlier in the year and the more recent Communications Policy. However, Members emphasised the need for a clear timetable for the remaining policies. Officers have been asked to circulate this at the next meeting to enable progress to be monitored.

The Committee has also requested a higher-level summary of the key statistics and performance metrics used to monitor BEO activity, presented in a format suitable for board-level oversight. Officers are developing this report for consideration at the next meeting.

In addition, the Committee reiterated the need to implement the KPIs identified in the original Altair report consistently across relevant policies and procedures. The Director agreed to provide a gap analysis at the next Reporting Committee meeting, identifying:

- Which KPIs will be incorporated into individual policies.
- Which KPIs will be monitored through other reporting mechanisms.
- Any KPIs that will not be progressed, together with the rationale for that decision, for the Committee's consideration and agreement.

This work will support a more consistent approach to performance management, accountability and oversight across the Estate.

Financial Implications

The work undertaken to date has been delivered within existing resources.

Any future financial implications arising from implementation, including service improvements or changes to operational programmes, will be reported separately through the appropriate governance processes.

Risk Implications

The Reporting Committee's programme of work supports the management and mitigation of key risks, including:

- Regulatory non-compliance: particularly in relation to statutory obligations and building safety requirements.
- Inconsistent service delivery: through the development of clear policies, standards and procedures.
- Poor resident engagement and communication: by establishing consistent communication standards and improving transparency.
- Ineffective performance management: through the development of appropriate KPIs, reporting and accountability.
- Inefficiencies in project delivery and estate management: through improved governance, oversight and operational planning.

Formalising policies, strengthening reporting arrangements and improving communication will help ensure that these risks are identified, monitored and managed effectively.

Conclusion

The Reporting Committee has continued to progress work aimed at strengthening the management, governance and communication framework of the Barbican Residential Estate.

The reports and supporting documents presented alongside this paper demonstrate a coordinated approach to improving service delivery, maintaining statutory compliance, enhancing financial transparency and strengthening resident engagement.

Members are invited to note the progress made, consider the associated reports presented on the agenda and support the continued development of this programme of work.

Appendices

- Appendix 1 – Accounts Summary
- Appendix 2 – Communications Policy
- Appendix 3 – Statutory Compliance Report

Dan Sanders
Director of Property & Estate Management
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ACTUAL SERVICE CHARGES FOR THE YEAR ENDING 31/03/2026

PARTICULARS	*ESTATE WIDE TOTAL AMOUNT*
ER-UTILITIES	
Electricity	**£649,619**
Combined Heat and Power	**£3,401,760**
Total Utilities	***£4,051,379***
ER-HARD SERVICES	
External Maintenance	
Drains	**£72,399**
Balconies (Other Than Water Penetration)	**£9,987**
Tiling and Screeding	**£13,975**
Lakes	**£537**
Expansion Joints (Other Than Water Penetration)	**£1,106**
Frames - Doors and Windows (Not Water Penetration)	**£283,365**
Garchey Maintenance	**£418,730**
External repairs	
Concrete Repairs	**£14,688**
Roofs (Other Than Water Penetration)	**£52,464**
Breakdown General	**-£16,879**
Internal maintenance	
Plumbing	**£162,439**
Life safety systems maintenance	
Emergency Lighting	**£708**
Health and Safety Equipment	**£26,368**
Breakdown Fire Alarm System	**£100,889**
Lifts Repairs & Maintenance	
Lift Maintenance Contract	**£407,890**
Lift Repairs	**£30,479**
Contract Servicing Lifts	**£2,400**
M&E maintenance contract	
Fire Equipment - Contract	**£58**
Contract Servicing Heating and Ventilating	**£15,689**
Contract Servicing Eyebolt Testing	**£40,532**
Contract Servicing Water Testing	**-£35**

PARTICULARS	*ESTATE WIDE TOTAL AMOUNT*
M&E repairs	
Ventilation	**£29,227**
Equipment, Furniture and Materials	**£17,558**
Carpentry	**£56,156**
Lock Repairs and Replacement	**£63,226**
Glazing	**£49,551**
Electrical Repairs	**£168,812**
IRS maintenance	**£27,275**
Metalwork	**£163,763**
Miscellaneous Works	**£98,037**
Underfloor Heating	**£7,040**
Water Penetration	**£318,849**
Water Supply Works	**£101,442**
Breakdown - Firefighting Equipment	**£8,838**
CCTV Breakdown	**£611**
Fire Equipment	**£13,789**
Security Works	**£4,075**
Entryphones	**£2,287**
Consultants Fees	**£76,897**
General Grounds Maintenance	**£73,916**
Mobilisation Cost	**£101,456**
Redecorations	
Decorating (Other Than Water Penetration)	**£12,040**
Fabric repairs and maintenance	
Structural Repairs	**£29,943**
Asbestos Removal	**£79,708**
Total Hard Services	***£3,142,285***
ER-INSURANCE	
Engineering Insurance	**£47,858**
Total Insurance	***£47,858***
ER-SOFT SERVICES	
Garden Maintenance	**£184,621**
Window Cleaning	**£294,184**
Internal Cleaning	**£51,880**
Pest Control	**£30,284**
Total Soft Services	***£560,969***

PARTICULARS	*ESTATE WIDE TOTAL AMOUNT*
ER-MANAGEMENT	
Staff costs	
Barbican Estate Office (Management Team)	**£1,092,534**
House Officers	**£117,798**
Resident Engineers	**£394,752**
Garchey Team	**£157,104**
Estate Cleaners (and supervisors)	**£1,223,625**
Car Park Attendants	**£1,117,841**
Lobby Porters	**£946,536**
Training, Recruitment & Administration Costs	**£5,368**
Site accommodation-rent/rates	
Furniture & Fittings	**£21,120**
Risk assessments and audits	
Asbestos Survey/Inspection	***£69,422***
Building Safety Case	***-£9,900***
Professional Fees	
Legal Fees	**£17,397**
Office costs-phones/stationery	***£82,776***
Support Services	
Repairs Desk Contribution (Call Centre)	***£181,775***
Compliance Support	***£77,307***
Building Safety Support	***£49,458***
Total Management	***£5,544,913***
Total Annually Reccuring Items	***£13,347,405***
NON ANNUALLY RECURRING ITEMS	
Replacement Window & Door Frames	**£1,133**
Lift refurbishment - Tower blocks	**£4,100**
Internal Redecorations	**£287,275**
External Redecorations	**£243,990**
Redecorations Project Fees Refund 2020-2025	**-£238,673**
Total Non Annually Reccuring Items	***£297,824***
Combined Actuals Totals	***£13,645,229***

ACTUAL SERVICE CHARGES FY 2024-25	***£14,909,518***
VARIATION	***-£1,193,736***

ESTIMATED SERVICE CHARGES FOR FY 2526	***£14,934,831.19***
VARIATION	***-£1,289,602***

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Communication Policy

City of London
Barbican Residential Estate

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1. Purpose and Policy Context

This policy sets out how the Barbican Estate Office communicates with residents, service charge payers, tenants, visitors, contractors, House groups, committees, and other stakeholders across the Estate.

The policy establishes:

- Communication standards
- Types of communications issued
- Minimum notification periods
- Resident engagement arrangements
- Newsletter requirements
- Responsibilities for approving and issuing communications

The purpose of this policy is to ensure that communication is timely, accurate, consistent, accessible, and proportionate to the matter being communicated.

Effective communication supports:

- Resident safety
- Regulatory compliance
- Service transparency
- Resident engagement
- Trust and confidence in estate management
- Efficient management of planned and unplanned activities

The arrangements set out below constitute minimum communication standards. Additional operational guidance may supplement this policy but may not reduce or dilute these requirements.

2. Scope of Communications

This policy applies to all communications issued by or on behalf of the Barbican Estate Office concerning:

- Estate management
- Building safety
- Repairs and maintenance
- Planned works
- Resident engagement
- Service changes

- Community activities
- Estate events
- Compliance and statutory matters
- Emergencies and incidents

This policy applies to communications issued through:

- Email
- Estate mobile application
- Notice boards
- Letters
- SMS messaging
- Newsletters
- Website updates

The policy does not apply to:

- Personal correspondence relating to individual tenancy or lease matters
- Formal complaint investigations
- Legal proceedings
- Subject Access Requests
- Data Protection requests

---

3. Communication Principles

All communications should be:

Accurate

Information must be factually correct and based upon verified information available at the time.

Timely

Residents should receive information sufficiently in advance to understand, prepare for, or respond to matters affecting them.

Clear

Communications should be written in plain English and avoid unnecessary technical language wherever possible.

Relevant

Communications should only contain information that is necessary and useful to the intended audience.

Accessible

Communication methods and formats must consider reasonable adjustments and accessibility requirements.

Consistent

Messages issued across different communication channels should align and avoid conflicting information.

---

4. Communication Channels

The Barbican Estate Office may communicate using one or more of the following channels depending upon urgency, audience, and operational requirements.

Primary Channels

- Estate mobile application
- Email

Secondary Channels

- Notice boards
- Letters
- SMS messages
- Estate website

Emergency Channels

- SMS alerts
- Email alerts
- App notifications
- Concierge or security notifications
- Door-to-door contact where necessary

Multiple communication channels may be used simultaneously where the matter is considered significant, safety critical, or likely to affect a large number of residents.

---

5. Communication Categories and Service Standards

Communications are categorised according to their purpose.

Operational Communications

Relate to routine estate operations including:

- Minor repairs

- Service updates
- Contractor attendance
- Cleaning programmes
- Landscaping activities

Frequency: Issued as required.

Informational Communications

Provide general information including:

- Policy updates
- Estate improvements
- Annual reports
- Service performance information

Frequency: As required.

Resident Engagement Communications

Provide opportunities for residents to participate in:

- Consultations
- Resident meetings
- Focus groups
- Surveys

Frequency: As required.

Planned Works Communications

Provide information regarding works affecting residents.

Frequency: In accordance with Section 6 of this document.

Safety Communications

Relate to:

- Fire safety
- Building safety
- Security matters
- Compliance activities
- Risk-related information

Frequency: As required and without unnecessary delay.

Emergency Communications

Relate to incidents affecting:

- Health and safety
- Building operations
- Essential services
- Resident welfare

Frequency: Issued as soon as reasonably practicable.

---

6. Planned Works and Event Notifications

The Barbican Estate Office will provide advance notice wherever reasonably practicable.

Minimum Notification Periods

Activity	Minimum Notice Period
Resident meetings	14 calendar days
Estate events	14 calendar days
Major Planned service interruptions	7 calendar days
Major planned works commencing	14 calendar days
Significant building works	21 calendar days
Security system works	7 calendar days
Lift maintenance requiring shutdown	7 calendar days
Water shutdowns	48 hours
Electricity shutdowns	48 hours
Emergency works	As soon as practicable

Where regulatory, contractor, weather-related, or emergency circumstances prevent compliance with these notification periods, residents will be informed at the earliest opportunity.

Communications relating to major works should include:

- Scope of works
- Dates and times
- Areas affected
- Expected disruption
- Contact details
- Any resident actions required

---

7. Weekly Resident Newsletter

The Barbican Estate Office will publish a weekly resident newsletter designed to provide a consistent and reliable source of estate information.

Frequency

The newsletter will normally be issued once every week.

Distribution

The newsletter will be distributed through:

- Email (to those that have agreed to receive it).

Minimum Content Requirements

The weekly newsletter should include:

Estate Updates

- Significant estate activities
- Progress on ongoing projects
- Service changes
- General information

Upcoming Works

- Planned maintenance
- Contractor activities
- Disruption notifications

Community Information

- Resident events
- Community initiatives
- Local activities affecting the estate

Safety Information

- Fire safety messages
- Security advice
- Compliance reminders

Performance Updates

- Service achievements
- Resident engagement activity
- Operational highlights

Editorial Standards

Newsletter content must:

- Be factual and balanced
- Avoid political content
- Avoid personal information
- Be written in clear, concise language
- Be approved through the appropriate governance process

---

8. Emergency and Urgent Communications

Emergency communications may be issued without prior notice.

Examples include:

- Fire incidents
- Utility failures
- Flooding
- Security incidents
- Health and safety risks
- Major building failures

Emergency communications should include:

- Nature of the incident
- Immediate actions required
- Areas affected
- Expected duration where known
- Contact information

Follow-up updates should be issued as information becomes available.

9. Consultation and Resident Engagement Communications

Where consultation is required:

- Residents will be informed of the purpose of the consultation.
- Relevant supporting information will be provided.
- Clear deadlines for responses will be communicated.
- Results or outcomes will be shared where appropriate.

Consultation periods will normally remain open for a minimum of 14 days unless legislation, regulation, or operational requirements dictate otherwise.

10. Communication with Recognised Resident Groups and Committees.

As well as communication direct to residents and service charge payers, the BEO liaises with recognised resident groups such as House Groups, the Barbican Estate Residents Consultation Committee (RCC), and the Barbican Association (BA).

House Groups

The BEO will look to liaise with House Groups for House specific workstreams, projects, services, etc. for their input on a particular project, decision making where appropriate, and to ensure that any service outages or disruption is clearly communicated.

The BEO will communicate directly with the elected House Chair and other representatives, who will in turn arrange House Group meetings and communications for a formal response to the BEO. Wider updates will then be shared by the BEO via the resident app to communicate any decisions agreed or conversations had.

Topics discussed with House Groups will be outside of the normal "business as usual" practices, rather than day-to-day items such as repairs and maintenance that would unduly delay essential works taking place. These communications will be Ad-hoc, as well as at House Group Annual General Meetings.

Barbican Estate Residents Consultation Committee (RCC)

The BEO will bring papers to the RCC for estate updates, major works, service charge information, and other key workstreams. These will typically be items that affect numerous blocks across the estate and may be in addition to communications with House Groups.

Communication on these subjects will be via quarterly RCC meetings, as well as more regular meetings with groups such as the Reporting Committee and the Major Works Programme Board, that meet every 6-8 weeks and report into the RCC at the quarterly meetings.

Barbican Association (BA)

The BEO will communicate with the Barbican Association on topics that affect the estate, such as planning applications, and large work streams. Communications will be Ad-hoc as relevant items arise, as well as communications via the BA's AGM.

11. Accessibility and Reasonable Adjustments

The Barbican Estate Office is committed to ensuring communications are accessible.

Reasonable adjustments may include:

- Large print documents
- Alternative formats
- Accessible digital content
- Additional support for residents with communication needs

Residents requiring adjustments should notify the BEO so that communication preferences can be recorded where practicable.

12. Communication Governance and Approval

Communications must be reviewed and approved by appropriately authorised officers before issue.

Approval requirements should be proportionate to:

- Risk
- Audience size
- Reputational impact
- Safety implications
- Legal considerations

Safety-critical communications should be approved by the relevant senior manager wherever practicable.

Records of significant communications should be retained in accordance with the organisation's record management requirements.

13. Complaints, Feedback and Continuous Improvement

Residents may provide feedback regarding estate communications.

Feedback may relate to:

- Quality
- Accuracy
- Timeliness
- Accessibility
- Communication methods

Learning from feedback, complaints, surveys, and resident engagement activity will be used to improve communication effectiveness and service delivery.

Communication performance may be monitored using:

- Newsletter open rates
- Resident satisfaction surveys
- Engagement metrics
- Complaint trends

---

14. Supporting Documents

The following documents should be read alongside this policy where applicable:

- Resident Engagement Strategy
- Complaints Policy
- Data Protection Policy
- Building Safety Resident Engagement Strategy
- Fire Safety Policy
- Equality, Diversity and Inclusion Policy

These documents should be read collectively where relevant. Each document governs its respective subject matter and does not override statutory requirements, lease obligations, or corporate governance requirements.

Appendix 3

Compliance Report – Purpose, Scope, and Methodology

Issued alongside the Q1 26/27 Compliance Report

On behalf of
Department of Community and Children's Services



Prepared by
Daniel Castle
(data supplied by Compliance Team)
daniel.castle@cityoflondon.gov.uk
DATE: 14/07/2026

1. Purpose

The quarterly Compliance Report aims to provide assurance to Barbican Residents and stakeholders that the City of London Corporation, as landlord of the Barbican Estate, is meeting its statutory health and safety compliance obligations across the six core landlord compliance areas, gas, asbestos, lifts, fire, electrical and water ("the Big Six"). It reports whether the inspections, tests and assessments required to discharge those duties are current across the estate's assets, and where they are not, what is being done and by when.

The report is the estate's compliance record and register within a single document. The requirements underpinning each review type, the current position against each, risks and mitigations per area, whether non-compliant assets are in use, and actions tracked and scored quarter on quarter. The static reference information supporting it, the legal basis for each review type, the statutory basis of each element, and the responsible and delegated persons, is set out in Section 2 of this paper.

During Q1, the BEO validated compliance data across all areas against certificates and source documents held. This identified previously reported figures that did not reflect the evidenced position, in both directions; the Q1 report supersedes them, with each correction explained within its relevant section. From Q1 onwards, every reported percentage is evidenced by a certificate or report held in the compliance tracker.

2. What the report covers, and who is responsible

Review type	Principal legal basis	Basis	Duty Holder	Delegated To	Risk being managed
Gas safety	Gas Safety (Installation and Use) Regulations 1998	Statutory	City of London Corporation Director of Property and Estate Management	Daniel Castle (Contracts Manager)	Gas escape, carbon monoxide exposure
Asbestos	Control of Asbestos Regulations 2012	Statutory			Uncontrolled disturbance of, and exposure to, ACM
Lifts	Lifting Operations and Lifting Equipment Regulations 1998	Statutory			Lifting equipment failure or entrapment
Fire risk assessments	Regulatory Reform (Fire Safety) Order 2005; Building Safety Act 2022	Statutory			Unassessed or unmanaged fire risk
Fire door inspections	Fire Safety (England) Regulations 2022	Statutory			Compartmentation failure
Fire safety systems	RRO 2005 art. 17; Fire Safety (England) Regulations 2022; BSA 2022	Statutory (duty supporting elements)			Failure of detection, suppression or firefighting systems in the event of fire
Electrical safety	Electricity at Work Regulations 1989; BS 7671	Statutory (duty supporting elements)			Electric shock, electrical fire
Water hygiene	Health and Safety at Work etc. Act 1974; ACOP L8	Statutory			Waterborne pathogen increases and exposure

Every element in the report discharges a statutory duty. Where the duty is prescriptive, the inspection regime is set by the legislation. Where the duty is general the inspection regime follows recognised guidance and manufacturer requirements as the accepted means of discharging the duty. The report does not distinguish these in its tables because the distinction has no reporting consequence, all elements are inspected, scored and remediated on the same basis.

Planned maintenance for the fire, electrical and water portfolios is specified in line with SFG20, the industry-standard maintenance specification for building engineering services, and the same standard will be incorporated into the asbestos management contract at its 2026/27 procurement. Lift maintenance is

delivered to a bespoke specification developed by a specialist lift consultant, reflecting the age and configuration of the estate's lift stock; gas maintenance follows the prescriptive requirements of the Gas Safety (Installation and Use) Regulations 1998 directly.

The report does not cover data protection, procurement, safeguarding, financial or contractual compliance. These are compliance obligations of a different character, owned and reported through their own governance routes; including them would dilute a focused safety-assurance document into a general operations report.

3. Scope of "domestic"

Domestic EICRs and smoke alarms, apply only to City of London-owned residential properties (44). Long-leasehold flats, which form most of the estate, fall outside the landlord's statutory testing duties for these elements and are excluded from the reported figures.

4. How compliance is measured

A compliance percentage is the proportion of assets within an element holding an in-date inspection, test or assessment at the period end. 100% means all inspections are current; it does not mean there are no outstanding works. An inspection exists to find defects: an asset can be fully compliant while remedial actions arising from its most recent inspection remain open, provided those actions are being managed within their required timescales. Remedial actions are therefore measured and reported separately from inspection compliance, most visibly in the fire risk assessment section, where 100% assessment compliance and action resolution by severity band appear side by side, measured on different bases and labelled as such.

Three conventions follow from this:

Compliant but out of use.

An asset with a defect that cannot remain safely in service is isolated and taken out of use. Where the required inspection is current and the defect is being managed in accordance with the relevant procedure, the asset is reported as compliant and its out-of-use status is stated. Where the required inspection itself is overdue, the asset is non-compliant regardless of isolation. Isolation manages the risk; it does not substitute for the inspection.

Condition overrides paperwork.

Where testing establishes that a system cannot demonstrate the performance the inspection regime exists to verify, the element is reported as non-compliant even where service visits are complete.

Percentages follow evidence.

An inspection or assessment is counted only where the certificate or report is held. Work reported as done but not evidenced is not compliant. Compliance claimed in advance of evidence is not reported.

5. Compliance and Risk trend

Each compliance element carries a compliance trend (↑ increasing / ↓ decreasing / ↔ static) and each compliance area carries a risk trend (▲ rising / ▼ reducing / ◄ static). The compliance trend reflects movement in the compliance position. The risk trend reflects movement in exposure and controls; the two can and do move independently, and the driver alongside each trend explains why. A compliance percentage can fall while risk reduces and can hold at 100% while risk rises.

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Statutory (Big Six) Compliance Report Q1 26/27

On behalf of
Department of Community and Children's Services



Prepared by
Daniel Castle
(data supplied by Compliance Team)
daniel.castle@cityoflondon.gov.uk
DATE: 14/07/2026

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1.0 Compliance Position Summary

Area	Element	%	Compliance Trend	Risk	Risk Trend	Remediation	Full compliance expected
Gas	Gas Safety Records (Commercial)	100%	↔	Non-compliant flues at Frobisher Crescent; affected appliance isolated	▼	Flue Replacement in Frobisher Crescent has been instructed. BEO boiler replaced in Q1	End of Q2
	CO Detection	100%	↔	Battery CO alarm in Frobisher Crescent		Hard Wired CO alarm to be installed in Frobisher Crescent when flues replaced. Hard Wired CO Alarm fitted in BEO	End of Q2
Asbestos	Re-inspections	74%	↓	Total asset number increased following breakout of car parks 9 areas awaiting re-inspection.	▼	Contract direct award under PAR whilst a full procurement exercise is undertaken Awaiting re-inspection dates	End of Q2
	Management Plan	100%	↑			Q4 backlog cleared. Completed June	Achieved
	Asbestos Register	43%	New	Register reconciliation incomplete. 2025 survey data not fully uploaded onto Keystone.		Survey upload in progress. New Asset Management system currently being developed	End of Q3, subject to development timelines
Lifting Equipment	LOLER	88%	↓	10 lifts overdue examination due to out of service, or returned to service and awaiting post-repair examination.	▲	Kleemann returning lifts to service as quickly as practicable HSBEIL to examine immediately on return	End of July, subject to completion of repair works
	Immediate (defects)	100%	↔			All immediate defects resolved	Maintained
	Timed (defects)	85%	↓	7 timed defects open at Quarter end		All have planned actions due within timeframes	End of July
Fire Risk Assessments	FRA (Block)	100%	↔		▼		Maintained
	FRA (Car Park)	100%	New				Achieved
	High Risk FRA Actions	82%	↑	Remaining actions require fire engineering input.		To be addressed through the upcoming Fire Strategies which are being actively procured	Via Retrospective Fire Strategies, date on appointment
	Medium Risk FRA Actions	56%	↑	Remaining actions largely linked to planned works programmes		Delivery through works programmes	Programme dependent
	Low Risk FRA Actions	29%	↑				
	No Severity / Recommended FRA Actions	91%	↑			Routine closure continuing	Ongoing
Fire Doors Inspection	Front Entrance Door - 12 monthly		New	Fire door inspection regime not previously formalised	◄	Contractor procured and fire door inspections commence WC 13/07/2026	End of Q4
	Communal (Quarterly)		New				End of Q2
Fire Safety Systems	Fire Detection Systems and Alarm Systems (Blocks)	100%	↑		▲	Q4 commitment achieved; 100% from April and held	Achieved
	Fire Detection Systems and Alarm Systems (Domestic)*	100%	↑			Alarms confirmed present in all CoL-owned properties	Achieved
	Extinguishers (PFE)	100%	↔				Maintained
	Extinguishers (NTC)	59%	New	NTC units at seven blocks awaiting inspection under the new servicing split		Inspections to be completed July	End of Q2

	Automatic Opening Vent	0%	↔	Servicing phase not commenced; verification complete Q4 25/26		Rescheduled delivery managed through monthly contract meetings	End of Q2
	Uninterrupted Power Supply	0%	↔	Servicing phase not commenced; verification complete Q4 25/26		Rescheduled delivery managed through monthly contract meetings	End of Q3
	Backup Generators	100%	↔				Maintained
	Sprinklers System	100%	↔				Maintained
	Signage Survey	100%	↔				Maintained
	Lightning Protection	100%	↔				Maintained
	Dry Risers	100%	↔				Maintained
	Wet Risers	0%	↓	Deterioration across all three towers prevents reliable testing to BS 9990		Joint condition assessment underway; interim remedial works in place including operational flow tests. LFB engaged with interim operational measures	Subject to condition assessment. Scope confirmed Q2.
	Roller Shutters	48%	New	72 of 138 shutters with defects or access issues affecting compartmentation performance		Remedial works being programmed in, Site visit being completed WC13/07.	TBC
Electrical	EICR - Communal	100%	↔		◄		Maintained
	EICR Domestic*	77%	↓	All properties have been tested; 10 properties hold unsatisfactory EICRs pending completion of remedial works and re-certification.		C2 remedials quoted and are being programmed in	End of Q2
	Emergency Lights (3Hr Test)	100%	↔				Maintained
	Emergency Lights (Monthly F/Test)	78%	↓	Monthly tests missed at four sites		Programmed in for July	End of July
	Vehicle Charging Points	0%	New	No maintenance certification held for 62 charging points		Certification requested from the maintaining contractor; replacement programme under the new contract	End Q3
	Vehicle Charging Units	0%	New	No maintenance certification held for 31 charging units			
	PAT Test	100%	↔				Maintained
Water	Risk Assessment	59%	↓	Nine 2024 assessments completed but reports never issued by the outgoing contractor; tower assessments approaching review	◄	Consolidated re-assessment programme underway with TDK	End of Q3
	Storage Tanks	100%	↔			Q4 commitment achieved	Achieved
** Domestic EICRs and smoke alarms apply to City of London owned properties only.*							

1.1 Compliance Summary Position Headline

18 of the 32 reported elements stand at 100% compliance at the end of Q1, including all gas, sprinkler, dry riser, detection and communal electrical inspections. Commitments made in the Q4 report were met on Cold Water Storage Tanks, block fire detection and Asbestos Management Plans, all of which returned to and held 100%.

14 elements are below target; each carries a defined remediation route and target date in the table above. The most significant compliance risks are the wet riser condition across the three towers, where interim measures are in place and LFB are engaged, and the AOV and UPS servicing phases, rescheduled to end Q2 and end Q3 respectively.

Resolution of FRA actions improved across every severity band. No incidents were reported during the period. Where figures differ from those previously published, the accompanying Purpose and Scope paper sets out the corrections made following this quarter's data validation exercise.

2.0 Compliance Position by Area

2.1 Gas Safety

Statutory inspection and certification of the estate's commercial gas installations under the Gas Safety (Installation and Use) Regulations 1998.

Actions from Previous Quarter

Three actions were carried over from last quarter:

- Replacement of flue in Frobisher
    - Not achieved; works instructed and await booking
- Replacement of boiler at the Barbican Estate Office
    - Achieved
- New hard-wire CO alarms to be installed in both boiler rooms
    - Achieved for the BEO, Frobisher instructed

Position at Quarter End

Gas Safety remains fully compliant with 100% compliance across both commercial installations.

The BEO boiler, previously classified as At Risk due to its flue termination position has been replaced and the hard-wired CO alarm has been installed.

One of the Frobisher Crescent boilers remained At Risk and made safe in accordance with GIUSP and is out of use pending flue replacement. Flue replacement has now been instructed with costs being covered by the Landlord. Awaiting installation date from the contractor for the new flue system and the CO alarm.

Changes Since Last Quarter

- BEO boiler and CO alarm replaced
- Frobisher Crescent works instructed, awaiting installation date

Risk and Mitigation

*Risk trend: ▼ **reducing**. (Reflects the boiler and CO alarm in the BEO being replaced and the instruction of the flue and CO alarm replacement at Frobisher Crescent)*

Primary risks:

- Non-compliant flues in Frobisher Crescent
- Battery CO alarm in Frobisher Crescent

Mitigations in place:

- Frobisher Crescent boiler has been isolated and made safe under GIUSP
- Battery-operated CO alarm in place at Frobisher Crescent pending hard-wired installation

Actions for Next Quarter

- Complete the flue replacement at Frobisher Crescent
- Install Hard Wired CO Alarm at Frobisher Crescent

2.2 Asbestos

Re-inspection of known asbestos-containing materials in communal areas and maintenance of the Asbestos Management Plans that control how they are managed, under the Control of Asbestos Regulations 2012.

Actions from Previous Quarter

- Complete outstanding AMP updates.
    - Achieved
- Continue routine monitoring and re-inspection scheduling
    - Achieved
- Maintain interim contract arrangements with the current supplier, with asbestos management services to be tendered in 2027.
    - Achieved

Position at Quarter End

Asbestos compliance is mixed. All Asbestos Management Plans have now been completed, closing the backlog reported at the end of Q4 and achieving 100% compliance.

Communal re-inspections stand at 74% with 9 areas awaiting re-inspection. The total asset number has risen from 26 to 35 following a breakout of the car parks into individual reports. The reduction in 100% compliance from Q4 reflects this. Re-inspection surveys are to be maintained through a direct award under PAR effective 1st April 2026 to Eton Environmental. Eton will remain whilst a full procurement exercise is undertaken. We await inspection dates from Eton, with the outstanding areas expected to be completed and restored by the end of Q2.

Digital Asbestos Registers are reported for the first time, a significant improvement in data management. Reconciliation of the 2025 data into Keystone is in progress. In parallel, a new asset management system is being developed as the long-term platform for the register. The new system (Civica Asset) is the successor of the current system (Keystone) so data will be migrated on delivery.

ACMs remain in a stable condition. No asbestos incidents or uncontrolled disturbances reported during the quarter.

Changes Since Last Quarter

- All Asbestos Management Plan updates complete
- Total asset number restated from 26 to 35 following carpark breakout.
- Eton Environmental to continue under PAR whilst full procurement is completed
- Digital Asbestos Register reported for the first time

Risk and Mitigation

*Risk trend: ▼ **reducing**. (reflects the completion of AMPs, together with the secured continuity of re-inspection and improved data management. The reduction in re-inspection compliance reflects a change in the total number of assets, not failure to complete re-inspections in time)*

Primary risks:

- 9 outstanding re-inspections, pending programme dates from Eton.

Mitigations in place:

- All 35 AMPs completed
- Valid survey information held for all common parts, with ACM conditions known
- Service continuity secured under PAR.
- Front-line Estate staff hold UKATA Asbestos Awareness Training
- Digital Asbestos Register reconciliation and survey audit in progress

Actions for Next Quarter

- Confirm re-inspection programme and complete 9 remaining re-inspections
- Progress the full procurement exercise for asbestos management services
- Complete 2025 Survey upload onto Keystone

2.3 Lifts

Examination of all passenger lifts and the management of defects arising, under the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).

Actions from Previous Quarter

- Maintain LOLER inspection and defect management regime
    - Not achieved; lift breakdowns prevented examinations from being completed
- Continue monitoring compliance
    - Achieved

Position at Quarter End

LOLER compliance stood at 88% at the end of June, with 10 of the estate's 81 passenger lifts overdue examination.

This is due to lifts currently out of service pending repair, and lifts repaired and awaiting examination before returning to service. No lift is operating without a valid LOLER examination: affected lifts remain out of service until HSBEIL has examined and certified them.

Kleemann are working to return the affected lifts to service as quickly as practicable, with LOLER examination arranged as soon as each lift is back in service. All ten lifts are expected to be returned to service and examined by the end of July, subject to completion of the repair works. Completion of the July LOLER round is at risk where repairs are not concluded ahead of the programme.

All immediate defects were closed within required timeframes throughout the quarter. Seven timed defects remained open at the end of June (85% closure); all have planned remedial actions due for completion within their permitted timeframes.

Changes Since Last Quarter

- LOLER compliance reduced to 88%, with 10 lifts overdue examination due to being out of service or awaiting post-repair examination
- All immediate defects closed within required timeframes
- Seven timed defects open at month end, all with planned actions within timeframes

Risk and Mitigation

*Risk trend: ▲ **rising** (driven by volume of breakdowns. The number of lifts awaiting repair or post-repair examination has grown)*

Primary risks:

- Reduced lift availability for residents while lifts remain out of service
- Failure to complete July examination round due to repairs not being completed in time

Mitigations in place:

- No lift that has been out of service to be reinstated without holding a LOLER examination.
- Return to service dates agreed with Kleemann for each lift, with LOLER examinations sequenced immediately after.
- Weekly site visits with Kleemann to track progress
- All open timed defects planned within permitted timeframes.

Actions for Next Quarter

- Return all 10 affected lifts to service and complete examinations by end of July, subject to works completion

2.4 Fire

2.4.1 Fire Risk Assessments

Fire risk assessment of all residential blocks and car parks and the management of actions arising, under the Regulatory Reform (Fire Safety) Order 2005 and the Building Safety Act 2022.

Actions from Previous Quarter

Fire Risk Assessments are reported as a distinct compliance area for the first time this quarter

Position at Quarter End

All 21 block and 8 car park Fire Risk Assessments are in date at the end of the quarter, with compliance at 100%.

Reporting has extended this quarter to consolidate the full FRA picture with Frobisher Crescent and the eight car park assessments reported for the first time. All high-risk actions arising from the previously reported block FRAs remain closed; the open actions below arise from the new assessments.

The next group of assessments falls due for review in Q3, and FRAs will be scheduled ahead of that date via Turner and Townsend on a one-year instruction. A long-term FRA contract will be procured in early 2027, including programme development to improve response times to actions arising.

Actions arising from the assessments have been actively managed since receipt, with remediation ongoing. Resolution improved across every severity band during Q1: high risk 82%, medium risk 56%, low risk 29%, and recommended/no-severity 91%. These figures show the proportion of identified actions completed; the 100% above shows all assessments are in date. The two are measured separately.

The remaining high-risk actions for the blocks relate to dead-end corridor arrangements at Frobisher Crescent, with extended travel distances and no smoke ventilation, where the assessor recommended evaluation by a fire engineer. The assessor categorised these as Priority D “Remedial action required in the long term”. A consultant is being procured to produce Retrospective Fire Strategies for the estate, through which these will be addressed.

The remaining high-risk action for the car parks concerns fire door separation between the Andrewes House car park and the nursery. This will be inspected as a priority in the first round of the fire door inspection regime commencing w/c 13/07/2026, with urgent remedials actioned on the specialist contractor's findings; should replacement be required, the door will be incorporated into the estate-wide fire door project.

The majority of open medium and low risk actions are linked to planned works programmes and will close through programme delivery.

Changes Since Last Quarter

- All 29 FRA review dates verified and corrected within the compliance tracker
- Action resolution improved across all severity bands
- Procurement commenced for Retrospective Fire Strategies consultant
- Andrewes car park door action prioritised within the first round of the fire door inspection regime
- FRAs reported as a distinct compliance area for the first time

Risk and Mitigation

*Risk trend: ▼ **reducing** (all assessments verified in date; action resolution improved in every severity band, reflecting continuous remediation since the assessments were received)*

Primary risks:

- Dead-end corridor arrangements at Frobisher Crescent pending Retrospective Fire Strategies
- Andrewes House car park/nursery door separation pending remedial completion
- Q3 review group to be delivered ahead of the long-term contract commencing 2027

Mitigations in place:

- All FRAs verified in date, with a programme of assessments being developed to complete before review is due.
- Frobisher Crescent: Stay-put evacuation strategy supported by maintained compartmentation, block fire detection at 100%, and routine estate inspection keeping escape routes clear.
- Andrewes Car Park: Prioritised for inspection in the first round of the fire door regime commencing w/c 13/07/2026, with remedials actioned on the specialist contractor's findings; liaison underway with the nursery's Responsible Person to confirm the integrity of the separation from their side.
- Programme-linked actions to be monitored through MWPB.

Actions for Next Quarter

- Begin development of Retrospective Fire Strategies tender
- Complete the first-round inspection of the Andrewes House doors, action remedials per findings, and conclude RP liaison.
- Schedule the Q3 FRA reviews and confirm interim provision
- Commence preparation for the 2027 long-term FRA procurement

2.4.2 Fire Door Inspections

Routine inspection of flat entrance doors (12-monthly) and communal fire doors (quarterly) in buildings over 11 metres, under the Fire Safety (England) Regulations 2022.

Actions from Previous Quarter

Fire door inspections are reported for the first time this quarter.

Position at Quarter End

A formalised fire door inspection regime begins in July 2026. Previously, door condition was managed by estate staff through operational checks and contractors completing reactive repairs. A specialist fire door assessor has now been procured to deliver the statutory inspection programme, commencing 13/07/2026. Inspections will begin with the quarterly inspection of communal fire doors and will expand into the 12-monthly inspection of flat entrance doors once the operational support for resident access arrangements is in place, targeted for Q4.

First-round results will establish the baseline compliance position and will be reported from Q2 onwards. Inspections will guide urgent reactive repairs where necessary and findings will be shared with the project team delivering the fire door replacement programme where appropriate.

This does not affect the fire door replacement programme currently being undertaken, which continues in parallel.

Changes Since Last Quarter

- Specialist fire door assessor procured
- Quarterly communal door inspections commence 13/07/2026
- Fire doors reported as a distinct compliance area for the first time

Risk and Mitigation

*Risk trend: ◄ **static** (the inspection gap is unchanged within Q1 but closes on programme commencement in July; residual risk is mobilisation slippage and the unknown baseline until first-round results)*

Primary risks:

- Estate-wide door condition baseline unconfirmed until first-round results
- Flat entrance door inspections not yet scheduled, pending resident access arrangements
- First-round findings may identify a remedial volume requiring prioritisation and funding

Mitigations in place:

- Assessor procured, with the first round commencing 13/07/2026 and FRA-prioritised items sequenced first
- Local operational checks and reactive repairs continue pending the first inspections
- Fire door replacement programme progressing in parallel, providing the route for doors requiring replacement rather than repair

Actions for Next Quarter

- Commence the inspection programme and complete first round of quarterly inspections
- Report first round results and establish compliance position
- Instruct urgent remedials arising from inspection
- Continue to progress fire door replacement programme

2.4.3 Fire Safety Systems

Inspection, testing, and servicing of the estate's fire detection, suppression, and firefighting infrastructure under the Regulatory Reform (Fire Safety) Order 2005, the Fire Safety (England) Regulations 2022, and the Building Safety Act 2022.

Actions from Previous Quarter

- Work with contractor to achieve 100% compliance across block fire detection and alarm systems and continue targeted performance management with the contractor
    - Achieved
- Complete AOV inspection and servicing by end of Q1 26/27
    - Not achieved; rescheduled, see below
- Complete UPS inspection and servicing by end of Q1 26/27
    - Not achieved; rescheduled, see below
- Progress the wet riser head replacement programme, including resolution of asbestos-related constraint
    - Superseded by conditions findings and programme below

- Maintain compliance at 100% across sprinklers, signage, lightning protection, extinguishers, dry risers and wet riser testing.
    - Mostly achieved, NTC fire extinguishers being addressed urgently. Wet risers discussed below.

Position at Quarter End

The position across fire safety systems is mixed. Core detection and suppression systems performed well: block fire detection and alarm systems reached 100% in April and held it through the quarter, meeting the commitment made in the Q4 report, and sprinklers, dry risers, signage, lightning protection and PFE extinguishers all stand at 100%.

The significant compliance risks this quarter are wet risers, Automatic Opening Vents, and Uninterruptible Power Supply.

Wet Risers (0%)

Inspections identified significant deterioration of wet riser components across all three towers, preventing reliable testing to BS 9990. The systems are accordingly reported as non-compliant from June: the previous 100% reflected completed service visits; June's testing assessed system performance, and the reported position has been corrected accordingly. Testing confirmed water flow at the outlets; the concern is whether flow volume is sufficient for London Fire Brigade (LFB) operational use.

We are working with Sureserve to return the wet risers to a fully operational and safe condition. A joint condition assessment is underway to confirm the exact scope of correction required; interim remedial works and joint operational status visits are in place while that assessment concludes, and a capital works programme to future-proof the systems is in development. LFB are aware, are being kept informed of progress, and have put in place their own interim operational measures for the three towers.

Automatic Opening Vents (0%)

AOV asset verification was completed as reported in Q4. The subsequent inspection and servicing phase, committed for the end of Q1 26/27, has not commenced. Sureserve's resource has been prioritised to the wet risers. Delivery has been rescheduled to the end of Q2, with progress checked at monthly contract meetings.

Uninterruptible Power Supply (0%)

The UPS units supporting sprinkler and life-safety systems were added to the same contract on the same commitments. Asset verification is complete, and site visits are being booked to commence the maintenance and servicing regime, with delivery rescheduled to the end of Q3 and managed through the same route. Backup generators, which are separately maintained and tested, remain at 100%.

Changes Since Last Quarter

- Block fire detection reached and held 100%, meeting the Q4 commitment
- Wet risers are non-compliant following condition findings; works ongoing to remedy
- AOV and UPS servicing phases rescheduled to end Q2 and end Q3 respectively, with resource prioritised to the wet risers
- Roller shutters and NTC extinguisher positions reported with remediation in hand

Risk and Mitigation

*Risk trend: ▲ **rising** (driven by the wet riser condition across the three towers; interim measures are in place with LFB engaged, and remediation routes with dates are established for all three failing elements)*

Primary risks:

- Wet riser systems unable to demonstrate reliable operation across the three towers pending remedial and capital works
- AOV maintenance not yet commenced
- UPS maintenance not yet commenced

Mitigations in place:
- Joint condition assessment underway; interim remedial works in place including operational flow tests; LFB informed with their own interim operational measures in effect
- Block fire detection at 100% across all nine systems, providing early warning estate-wide
- AOV and UPS delivery managed through monthly contract meetings, with verification complete and rescheduled dates agreed.

Actions for Next Quarter
- Complete the joint condition assessment of the wet riser systems and confirm the scope of remedial works required by end of Q2.
- Continue LFB liaison on the wet riser position - ongoing
- Complete AOV inspection and servicing within the rescheduled timeframe by end of Q2.
- Commence UPS site visits and servicing regime within the rescheduled timeframe by end of Q3.

2.5 Electrical Safety

Periodic inspection and testing of fixed electrical installations, emergency lighting, and portable appliances, under the Electricity at Work Regulations 1989, BS 7671, Landlord and Tenant Act 1985, and the Homes (Fitness for Human Habitation) Act 2018,.

Actions from Previous Quarter
- Complete the domestic EICR programme and achieve full compliance by the end of Q1 26/27 —
    - Not achieved. All properties inspected, 10 properties awaiting re-certification post remedial works.
- Replace and recommission vehicle charging points under the new contract
    - in progress; see below
- Complete UPS inspection and servicing by end of Q1 26/27
    - now reported under Fire Safety Systems (2.4.3)

Position at Quarter End

Communal EICRs remain at 100% with all 21 block installations holding satisfactory EICRs. Emergency lighting (3 hour) testing and PAT testing also remain at 100%.

Domestic EICRs stand at 77% and have improved over Q1 26/27, but have decreased since Q4 25/26. All City of London owned properties have now been tested, but ten properties hold unsatisfactory certificates pending completion of remedial works and re-certification. C1 defects have all been completed during the inspection and the outstanding C2 remedials are being programmed in and are due for completion by the end of Q2. Domestic smoke alarms have now been confirmed at each EICR visit.

Emergency lighting (monthly) testing is 89%, with tests missed at four sites due to contractor staff sickness. The missed tests are programmed for July and resource allocation has been discussed with the contractor.

Vehicle charging is reported for the first time and shown as non-compliant. Routine maintenance is undertaken by the incumbent supplier, but maintenance records have not been provided; these have been requested and will evidence the interim position once received. Estate-wide replacement of the charging infrastructure under the new contract will provide a baseline on completion.

Changes Since Last Quarter

- Domestic EICR inspection programme completed; all properties tested, with certification at 77% pending remedials
- Emergency lighting monthly testing interrupted at four sites; remaining programmed for July
- Vehicle charging points and units reported for the first time following certification review
- UPS and backup generators now reported under Fire Safety Systems

Risk and Mitigation

*Risk trend: ◄ **static** (compliance reductions reflect certification lag on known and part-remediated defects and a short-term testing interruption, each with completion routes in place; all installations have now been inspected, and no electrical incidents were reported during the quarter)*

Primary risks:

- Ten CoL owned properties holding unsatisfactory EICRs pending remedial completion and re-certification
- Vehicle charging maintenance compliance unable to be evidenced pending documentation from the incumbent supplier
- Monthly emergency lighting cycle vulnerable to interruption pending confirmed contractor resourcing

Mitigations in place:

- All domestic installations inspected, with C1 defects made safe at inspection and C2 remedials quoted and programmed
- All communal installations certified satisfactory
- Emergency lighting three-hour testing at 100% across all systems, with missed monthly tests programmed for July
- Vehicle charging maintenance continuing under the incumbent arrangement pending documentation, with the replacement programme providing the longer-term route

Actions for Next Quarter

- Complete the outstanding C2 remedials and re-certifications across the ten properties by end of Q2
- Complete the missed monthly emergency lighting tests and confirm cover arrangements in July
- Obtain and validate vehicle charging maintenance certification
- Progress the charging infrastructure replacement programme

2.6 Water Hygiene

Inspection, monitoring, maintenance and, where indicated by the risk assessment, testing and treatment, in accordance with the Health and Safety at Work etc. Act 1974, COSHH 2002, the Management of Health and Safety at Work Regulations 1999, and HSE ACOP L8/HSG274.

Actions from Previous Quarter

- Bring all outstanding CWST inspections up to date and return the service to full compliance
    - Achieved
- Embed the new contractor's inspection and maintenance regime across the estate
    - Achieved
- Complete and implement Legionella Management Plans
    - In progress, programme being developed for Q2/Q3 26/27

Position at Quarter End

Cold Water Storage Tank inspections returned to 100% in April and held through the quarter, meeting the commitment made in the Q4 report. TDK's inspection and maintenance regime is now embedded across the estate.

Legionella Risk Assessments stand at 59%, with 13 of 22 assessments evidenced and in date: the three tower assessments were completed in 2024, with ten terrace block assessments completed in 2025 with reports held. The remaining nine were undertaken by the outgoing contractor but the final reports were never issued. Without the reports, findings cannot be actioned and the assessments cannot be evidenced.

A new programme covering all 22 systems will commence 2026 by TDK under their current contract. This is currently being scoped and commissioned with completion targeted for Q3 26/27. Visual assessments of all systems have been completed, and no high-risk items have been identified.

Operational controls are unaffected by the documentation position: all systems remain under TDK's full monitoring, inspection and treatment regime, and there are no identified high-risk systems.

Changes Since Last Quarter

- CWSTs returned to 100%, meeting the Q4 commitment
- Estate-wide LRA re-assessment programme being commissioned with TDK, re-baselining all 22 systems by Q3 2026
- TDK fully mobilised and embedded

Risk and Mitigation

*Risk trend: ◄ **static** (the LRA shortfall is a documentation gap inherited from the outgoing contract, not a change in system condition; operational controls are fully in place under the embedded regime, and the CWST recovery demonstrates the regime functioning)*

Primary risks:

- Nine water systems without an evidenced current Legionella Risk Assessment, and three tower assessments approaching review, pending the estate-wide re-assessment programme.

Mitigations in place:

- Full monitoring, inspection and treatment regime operating across all systems under TDK, with weekly governance
- All CWST inspections current, with asset verification completed
- No identified high-risk systems; no incidents or adverse sampling results during the period
- Payments withheld for unissued assessment reports

Actions for Next Quarter

- Instruct and programme the LRAs through TDK
- Begin works to complete and implement Legionella Management Plans once LRAs complete

3.0 Data

Area	Element	Total Assets or Actions	% Compliant April	% Compliant May	% Compliant Jun
Gas	Gas Safety Records (Commercial)	2	100	100	100
	CO Detection	2	100	100	100
Asbestos	Re-inspections	35	74	74	74
	Management Plan	35	74	74	100
	Asbestos Register	35	43	43	43
Lifting Equipment	LOLER	81	98	98	88
	Immediate (defects)		100	100	100
	Timed (defects)		58	80	85
Fire Risk Assessments	FRA (Block)	21	100	100	100
	FRA (Car Park)	8			100
	High Risk FRA Actions	17			82
	Medium Risk FRA Actions	508			56
	Low Risk FRA Actions	313			29
	No Severity / Recommended FRA Actions	43			91
Fire Doors Inspection	Front Entrance Door - 12 monthly				
	Communal (Quarterly)				
Fire Safety Systems	Fire Detection Systems and Alarm Systems (Blocks)	9	100	100	100
	Fire Detection Systems and Alarm Systems (Domestic)*	44	100	100	100
	Extinguishers (PFE)	17	100	100	100
	Extinguishers (NTC)	17	100	59	59
	Automatic Opening Vent				
	Sprinklers System	7	100	100	100
	Uninterruptible Power Supply				
	Backup Generators	7	100	100	100
	Signage Survey	19	100	100	100
	Lightning Protection	16	100	100	100
	Dry Risers	13	100	100	100
	Wet Risers	3	100	100	0
	Roller Shutters	138	48	48	48

Electrical	EICR - Communal	21	100	100	100
	EICR Domestic*	44	73	77	77
	Emergency Lights (3Hr Test)	18	100	100	100
	Emergency Lights (Monthly F/Test)	18	89	89	78
	Vehicle Charging Points	62	0	0	0
	Vehicle Charging Units	31	0	0	0
	PAT Test	11	100	100	100
Water	Risk Assessment	22	59	59	59
	Storage Tanks	271	100	100	100
	* *Domestic EICRs and smoke alarms apply to City of London owned properties only.*				

Action Points

No	Date Raised	Action	Responsibility	Original Due Date	Current Due Date	Progress
2024/08	25/11/2024 (Minute 4)	**Repair Invoices:** Asked if leaseholders would receive an invoice for any repairs undertaken and the Assistant Director would review if this was possible to ensure positive collaboration with leaseholders continued.	D Sanders **via RepCom**	01-Jan-2025	30-Nov-2026	Apr-25 The Committee were advised that work was being undertaken with a new contractor and report on how this would work in practice was expected to be brought to Committee at a later date. Report within agenda pack for this meeting. Aug-25 & Nov-25 - again following the withdrawal of Chigwell the way we collate and present this information will fundamentally change. In the meantime if members have specific invoice queries they can make an Ad-Hoc request. Jan-26 - All repairs reports are now up to date and issued to House Group Chairs. 26/1/26 - Minutes "The Chair of the SLAWP noted the action on repair invoices (action 8) that remained outstanding. The action questioned whether leaseholders would receive an invoice for any repairs undertaken. The Director agreed to check and bring a response to the next Committee meeting." Apr-26 - This is still being reviewed in terms of practicality. Jun-26 - this is still under review and will form part of our service architecture review in July. Oct-26 - it is not certain that invoices will be able to be produced. However, it is intended that reports of repairs will be sent to House Group representatives. These will enable the individual leaseholders to be asked to review and confirm the expenditure specific to their flat.
2024/12	25/11/2024 (Minute 16)	**Apportionment Review:** Officers confirmed that an apportionment review shall be incorporated, and its findings shall be reported back to the Committee.	D Sanders **via RepCom**	01-Dec-2025	22-Feb-2027	Apr-25 The Apportionment Review of Service Charges would be undertaken in consultation with the Service Charge Working Party Nov-25 - Commitment is noted in the Property Director Report within this agenda pack Apr-26 - a scope document has been produced and will be discussed at the next SCWP. Jun 26 - this will be discussed at the July SCWP meeting. Oct-26 - the Reporting Committee has agreed that some Committee members will be involved with this review. D Sanders has advised that he will work with Finance to determine the best time for this review.

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2025/24	28/04/2025 (Minute 9)	**Lifts Projects:** A report on the terrace lifts would be brought to the Committee in September, incorporating the lessons learnt from the tower lift project. At the request of some Members, officers agreed to circulate the consultant's reports on the individual lifts to the House Group Chairs for dissemination as they see fit.	D Sanders **via MWPB**	03-Nov-2025	Proposed Closed	Aug- 25 paper within agenda pack. Nov-25 - Propose Closed as reports have been issued. Apr-26 - these were issued to House Chairs in 2025 and the action is proposed closed. Minutes 20 Apr 26 - "Action 2025/24 was retained pending the terrace lift proposal report." and "A Member raised concerns regarding communications and anticipated expenditure in relation to terrace block lifts. Officers confirmed that a separate report on terrace lifts would be presented to the next meeting, setting out proposals for programme delivery and resident engagement." Oct-26 - A proposal regarding the Terrace Lift electrical repairs and the appointment of a consultant was presented to the RCC on 29 Jun 2026 and approved by the BRC on 22 July 2026. The MWPB will oversee resident involvement in the tender process to appoint a consultant. The consultant will then advise on resident engagement in the project fulfilment phase.
2025/30	3/11/25 (Minute 6)	**Gap Analysis Report:** The Director agreed to provide a gap analysis report in respect of the Reporting Committee agenda plan after the end of the year	D Sanders **Via RepCom**	29-Jun-2026	22-Feb-2027	Jan-26 - The SCWP happened on the 13th January and was positive. The report for the 26/27 budget is in this committee pack and provides a much more granular breakdown than previous years. 26/1 - Minutes "the Director reminded the Committee that he had committed to producing a gap analysis between the agenda plan and the actual Reporting Committee discussions. He would provide this to the April 2026 Committee meeting, together with the future agenda planning." Apr-26 - Owing to other commitments this has not been delivered at the April 26 meeting but will be picked up for the June meeting. Jun 26 - This is referred to in the Reporting Committee Report. Oct-26 - Committed to bring to the next Reporting Committee and then include in the Reporting Committee RCC report.
2025/32	3/11/25 (Minute 8)	**Window Cleaning:** 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.	D Sanders **Via RepCom**	20-Apr-2026	Proposed Closed	Apr-26 - The explanatory report has not been prepared for the April meeting, this action will remain open and the update provided in June 26. Jun 26 - Explanatory note will be sent to House Chairs and RCC reps by end of Jun 26 Oct-26 - An explanation of the window cleaning costs was circulated by D Sanders on 1 July 2026

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2025/34	3/11/25 (Minute 10)	**Service Charge Audit:** The Director would advise when the annual audit of service charges became a statutory requirement	D Sanders	20-Apr-2026	Proposed Closed	26/1 - Minutes "A Member noted his previous request concerning the statutory obligation to conduct audits. The Director advised he had no further update but would follow this up and provide an email response outside of the meeting." Apr-26 - We have scoped the terms of reference for an audit and issued expressions of interest to various firms and are awaiting feedback. Jun 26 - We have received two proposals and will be sharing at the next reporting committee meeting. 22 Jul 26 - Minutes "Officers advised that there had been a general requirement to undertake audits of service charges, and that the legislative and statutory requirement had been part of the 2024 Leasehold Reform Act. Officers had committed to arranging an external audit of the financial years 2024/2025 and 2025/2026."
2025/36	3/11/25 (Minute 11b)	**Organisational Chart:** 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.	D Sanders **Via RepCom**	20-Apr-2026	22-Feb-2027	Apr-26 - This is reflected in the new organisational chart within the pack - at the next SCWP we will provide costings and then propose that the action is closed.
2026/01	26/01/26 (Minute 7)	**Planned Preventative Maintenance (PPM) Schedule :** Members welcomed the PPM Schedule, but noted that some maintenance was described as “ad-hoc”. The Director advised that, once the relevant procurements had been completed, there would be a named responsibility for each PPM requirement. The report had been updated since its preparation and would be circulated to Members in February 2026	D Sanders **Via RepCom**	31-Jul-2026	31-Dec-2026	Apr-26 - We are making amendments to also include where services are coming in-house and will provide a final version in the Summer meeting for publication to all leaseholders. Oct 26- now the repairs are fully in-house officers will make amendments and circulate before the end of 2026.
2026/02	26/01/26 (Minute 7)	**Tenants of the City of London:** The Chair noted that the schedule of PPM requirements highlighted whether they related to residential blocks, car parks or the BEO. She requested that requirements that related solely to tenants of the City of London be similarly differentiated in the PPM Schedule and other documents, as appropriate.	D Sanders **Via RepCom**	31-Jul-2026	31-Dec-2026	Apr-26 - We are making amendments to also include where services are coming in-house and will provide a final version in the Summer meeting for publication to all leaseholders. Jun 26 - we will be publishing this document at the end of June 26. Oct 26- now the repairs are fully in-house officers will make amendments and circulate before the end of 2026.

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2026/03	26/01/26 (Minute 7)	**Compliance Report:** The Chair was pleased to see that forward actions had been included in the Compliance Report and asked the Director to provide timeframes for these to enable expectations regarding progress to be understood.	D Sanders **Via RepCom**	29-Jun-2026	Proposed Closed	Apr-26 - these will be incorporated in the compliance report that comes in June 26 and then proposed closed. Oct-26 - the Compliance Report presented to the RCC meeting on 29 June 2026 included "Actions for Next Quarter" that showed when these forward actions would take place.
2026/05	26/01/26 (Minute 7)	**Glossary:** the Director agreed to ensure that a glossary was included in future.	D Sanders	29-Jun-2026	22-Feb-2027	Apr-26 - these will be incorporated in the compliance report that comes in June 26 and then proposed closed. Oct-26: A glossary has not yet been included.
2026/04	26/01/26 (Minute 7)	**Project Criteria:** A Member asked for the criteria used when designating work to be undertaken as a project (and its inclusion in the project tracker).	D Sanders **Via MWPB**	29-Jun-2026	22-Feb-2027	Apr-26 - The MWPB is currently coming up with criteria for a "project" is. We will bring back to RCC for review and BRC for approval once we have a rationale. Jun 26 - This is in the agenda pack for the next major works meeting in June. Oct-26 - This was presented and discussed at the last MWPB, some refinements are required following that meeting and the final version will be brought to the RCC in early 2027.
2026/06	20/4/26 (Minute 5)	**Major Works Delivery Forecast:** A Member suggested that the structure of the numbers could be clearer and that separating routine Estate activities from works not previously undertaken would help stakeholders better understand the proposals and address concerns.	D Sanders **Via MWPB**	26-Oct-2026	22-Feb-2027	Oct-26 - It is intended that the draft Forecast will be issued every six months, updated, as appropriate, as projects progress. The next version will be issued in the first RCC of 2027
2026/07	20/4/26 (Minute 5)	**Major Works Delivery Forecast:** It was requested that PPM and reactive repairs be included in resident literature to present a more connected and comprehensive picture	D Sanders **Via MWPB**	22-Feb-2027	22-Feb-2027	Oct-26 - officers are working on this and will bring to the next MWPB.
2026/08	20/4/26 (Minute 5)	**Major Works Delivery Forecast:** Members indicated that communications with residents should set out the process and indicative timelines clearly, with information on the formal governance and gateway stages, and allow for resident involvement throughout	D Sanders **Via MWPB**	26-Oct-2026	22-Feb-2027	Oct-26 - officers are working on this and will bring to the next MWPB.

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2026/09	20/4/26 (Minute 6)	**Resident Involvement:** Members discussed the need for clearer principles governing resident involvement in procurement across future major works projects. Officers agreed to review this and prepare a proposed framework	D Sanders **Via MWPB**	26-Oct-2026	26-Oct-2026	Oct-26 - A resident involvement protocol has been agreed with Procurement. Service charge payers will be able to participate in the written tender assessment and interview assessment, provided that those involved have received training on the evaluation and moderation process. The training will be provided by our Project Lead in Procurement and will be a straightforward overview of the process. The technical criteria can only be evaluated by the resident representatives if they have the relevant expertise e.g. relevant qualification (such as being a Chartered Engineer, Architect, or Surveyor), or having a relevant professional background.
2026/10	20/4/26 (Minute 9)	**Repairs and Maintenance Policy:** Clarification was requested on how vulnerable residents can request reasonable adjustments, including clear contact details. Members highlighted the importance of accessibility to ensure that the document remained easy to navigate despite its length (e.g. use of hyperlinks).	D Sanders **Via MWPB**	26-Oct-2026	Proposed Closed	Oct-26 - Reasonable adjustment requests can (and are) made by the office and we supply (where possible) printed versions, hyperlinks and other accessibility measures
2026/11	20/4/26 (Minute 9)	**Repairs and Maintenance Policy:** Members requested clearer processes and commitments around invoice checking and financial controls, including proportionate review of invoices and alignment with completed works. They also suggested that the benchmarking in-house services against external providers be considered.	D Sanders **Via MWPB**	26-Oct-2026	24-May-2027	Oct 26 - The repairs policy available on the app or at the BEO reception clearly outlines the commitments for financial checks. We will review benchmarking in early 2027 when the team has settled and are happy to make this commitment.
2026/12	20/4/26 (Minute 10)	**Building Safety Resident Engagement Strategy:** A Member raised concerns regarding the consistency of staff training in relation to fire safety. It was confirmed that a review of training and staff roles would be undertaken, with ongoing training across the Estate. A request was also made for an update on documentation held by staff.	D Sanders **Via RepCom**	26-Oct-2026	Proposed Closed	Oct-26 - On 19 Aug 2026 an email was sent to House Group Chairs advising of staff training and procedures in the event of emergencies and including an example of the staff procedure. This was forwarded to RCC members in September.
2026/13	20/4/26 (Minute 11)	**Barbican Resident Guide:** A Member suggested that sections relating to estate regulations and home improvements be aligned more closely, particularly in relation to noise, and that stronger wording be considered to reflect expectations around noise nuisance, including for tenants. Members requested that additional practical information be included, such as guidance on meter readings and a clear statement discouraging the picking of flowers or removal of plants from communal areas.	D Sanders **Via RepCom**	26-Oct-2026	Proposed Closed	Oct-26 - The Barbican Resident Guide was updated and published on 16-Jul-26.

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2026/14	20/4/26 (Minute 13)	**Smart Meter Upgrades:** BEO to track progress with smart meter upgrades.	D Sanders **Via RepCom**	26-Oct-2026	Proposed Closed	Oct-26 - On 14 Jul 2026 an email was sent to House Group Chairs advising of an updated protocol for the installation of smart meters. This was forwarded to RCC members in September and an update is in the Directors report.
2026/15	20/4/26 (Minute 13)	**Housing Inspections Programme:** The Committee noted the update on the housing inspections programme and requested improvements to the timetable format. Officers confirmed that a revised schedule and inspection template would be circulated.	D Sanders **Via RepCom**	26-Oct-2026	26-Oct-2026	Oct 26 - timetable was reissued and issued in September. Further updates on progress are in the Directors report.
2026/16	20/4/26 (Minute 15)	**Governance Review:** Officers agreed to provide a list of documents submitted as part of the governance review, with individual documents to be shared on request.	D Sanders	26-Oct-2026	Proposed Closed	Oct-26 - The list of documents submitted as part of the governance review was circulated by D Sanders on 1 July 2026
2026/17	29/6/26 (Minute 4)	**Tracking Major Works:** Concerns were expressed regarding the effectiveness of existing tracking mechanisms for major works. Officers recognised the need for more detailed block-level tracking of major projects and undertook to continue developing appropriate reporting arrangements.	D Sanders **via MWPB**	22-Feb-2027	22-Feb-2027	Oct 26 - Officers are developing individual block Major Works / CapEx plans alongside the overarching estate program to provide this assurance. They will be included in the report presented to the next RCC meeting.
2026/18	29/6/26 (Minute 4)	**Car Park Review:** Members requested further information on the timescale and consultation arrangements for the car park review. Officers confirmed that resident engagement would form part of the review process and that the work was being funded entirely by the City of London Corporation. The car park review scope and the proposal received would be circulated to Members. Members also advocated for greater resident involvement in future discussions relating to car parks, which was noted by officers.	D Sanders **Via RepCom**	26-Oct-2026	Proposed Closed	Oct-26 - The original scope of the car park review and the proposal from Arup that has been subsequently commissioned were circulated by D Sanders on 1 July 2026. An update on progress and resident involvement is included in the Director's report.
2026/19	29/6/26 (Minute 4)	**Consultants:** In response to concerns regarding consultant costs that would normally be charged to service charge payers, officers agreed to prepare criteria that determined whether a consultant would be appointed and consider whether the reporting could be amended to highlight these costs.	D Sanders **Via RepCom**	22-Feb-2027	22-Feb-2027	Oct 26 - this is outstanding and officers will work on this over the coming weeks.
2026/20	29/6/26 (Minute 4)	**Wooden Floors:** The Committee were advised that a protocol was being developed to manage future cases involving noise nuisance from wooden flooring	D Sanders **Via RepCom**	22-Feb-2027	22-Feb-2027	Oct 26 - An update has been provided in the Director's report.

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2026/21	29/6/26 (Minute 5)	**Compliance Report:** Members questioned the information presented within the Compliance Report at Appendix 3, with queries raised about the usefulness and accuracy of the graphs provided, and discrepancies between the graphs and the information presented in the tables. Officers agreed that the graphs added limited value; they would be reviewed and removed from future reports, where appropriate. Officers advised that playground inspections were undertaken to meet insurance and public liability requirements and confirmed that this would be incorporated into future compliance reporting.	D Sanders **Via RepCom**	26-Oct-2026	22-Feb-2027	Oct 26 - the graphs have been removed. The playground inspections will be added to the next report, as appropriate.
2026/22	29/6/26 (Minute 5)	**External Audit:** The Officers agreed to circulate the audit scoping documentation.	D Sanders **Via RepCom**	26-Oct-2026	Proposed Closed	Oct 26 - This was circulated in September.
2026/23	29/6/26 (Minute 5)	**Asbestos Management Contract:** A Member highlighted the extension of the asbestos management contract and queried whether the contract should have been retendered prior to April 2026. Officers confirmed that a decision had been taken to extend the existing arrangements due to operational pressures and undertook to provide Members with a note setting out the background to that decision.	D Sanders **via MWPB**	26-Oct-2026	31-Oct-2026	Oct 26 - The Director will provide the note by end of October 26.
2026/24	29/6/26 (Minute 9)	**Drain & Balcony PPM:** Members raised concerns regarding the proposed PPM works on the drains and balconies of three terrace blocks and asked for further information on costs and procurement arrangements. Officers agreed to meet separately with resident representatives to discuss the proposals in greater detail and to share the outcome of those discussions with Members.	D Sanders	26-Oct-2026	31-Oct-2026	Oct-26 - On 18 Aug 2026 a meeting was held with the House Chairs and other representatives of the three blocks. A summary was prepared, circulated to the attendees and will be circulated to RCC members by the end of October.
2026/25	29/6/26 (Minute 9)	**Invoice & Expenditure Controls:** A Member queried the current arrangements for invoice checking and expenditure controls. Officers undertook to circulate a note setting out the existing process.	D Sanders	26-Oct-2026	31-Oct-2026	Oct 26 - Director will commit to issuing this note by the end of October.
2026/26	29/6/26 (Minute 13C)	**SLAWP:** Officers confirmed that a representative from the repairs team would attend future meetings.	D Sanders	26-Oct-2026	Proposed Closed	Eoin Doyle attended the October SLWP and a representative will continue to attend moving forward.

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