

Committee(s): Residents Consultation Barbican Residential	Dated: 28 April 2025 12 May 2025
Subject: Repairs and Maintenance Update	Public
This proposal:	Summary of the current Repairs & Maintenance Contract
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 – Assistant Director – Barbican Estate	

Summary

The current repairs and maintenance contract has been split into two 'lots' with new contracts awarded for each lot in December 2024. Chigwell was awarded the contract for 'lot 2' repairs and maintenance, and Elkins for 'lot 3' water penetration works (roofs, balconies, and drainage).

This report outlines the agreed principles for work charging to provide leaseholders with an understanding of our stringent contractor management.

Main Report

The BEO commits to managing the current repairs and maintenance contract with the following agreed principals:

- Ensure that repairs are tackling the root cause of issues and not covering over symptoms:

i.e. resolving water ingress not making decorative surface repairs.

- Ensure repairs are carried out in a timely manner.

i.e. responding as per our agreed SLA's and not unreasonable delaying repairs.

- Ensure repairs do not constitute a breach of listing rules/guidelines

i.e. installing fixtures or fittings within common areas not in line with listing requirements.

- Ensuring all repairs are recoverable under the terms of the lease agreement.

i.e. not carrying out repairs that breach certain covenants such as the improvement covenant that may not be service charge recoverable.

- Ensure we are not carrying out repairs outside of warranty cover.

i.e. not carrying out repairs to a roof that has a warranty in place we can claim against the original installer for.

- Ensure we are not incurring expenditure that is an individual leaseholder expense not recoverable under service charges.

i.e. works done in an individual apartment that are not a landlord obligation.

These principals may sound simple but in practice across a complex large residential estate it is important they are written, understood and observed. It is the responsibility of the BEO to ensure these contracts are managed in line with these agreed principals.

We have published this report to ensure transparency with leaseholders as we are entering into a new contract period, we can collectively ensure the contracts are managed to these agreed standards.

Conclusion

Members are asked to note the contents of the report.

Contact: Daniel Sanders – dan.sanders@cityoflondon.gov.uk

Daniel Sanders – Assistant Director – Barbican Estate