

Barbican Towers Lift Project - Resident Steering Group - Terms of Reference

Introduction & Purpose

The Tower Lift Project Resident Steering Group has been established to ensure that residents of the three Barbican towers (Shakespeare Tower, Lauderdale Tower, and Cromwell Tower) are kept informed and consulted throughout the lift modernisation project. The group will act as a non-decision-making body, providing feedback, raising resident concerns, and assisting the Barbican Estate Office (BEO) and lift consultants by offering insight into how the project impacts daily life in the towers.

Objectives

- Resident Consultation & Communication: Provide a structured forum for residents to receive updates and voice concerns related to the lift modernisation project.
- Service Impact Feedback: Ensure that residents can highlight practical issues regarding lift availability, service disruptions, and mitigation strategies.
- Project Transparency: Assist in fostering trust by ensuring that information about timelines, progress, and contingencies is shared openly with residents.
- Collaboration with BEO & Consultants: Work alongside the BEO and appointed lift consultants by providing non-technical input on the practical impact of works.

Scope of the Steering Group

The group will not have decision-making authority but will focus on:

- Receiving regular updates on the lift project, scope to include:
 - i.) Specification of works
 - ii.) Costs
 - iii.) Phasing and timelines
 - iv.) Resident feedback
 - v.) Comms
- Communicating resident concerns and feedback to the BEO.
- Assisting in the dissemination of project information to wider tower residents.
- Reviewing and discussing the phasing and logistics of the works to minimise disruption.
- Providing feedback on temporary measures (e.g., alternative access arrangements during lift outages).
- Reviewing the project risk register and providing feedback.

Membership

The group will consist of resident representatives from each of the three towers:

- Up to 3 residents per tower (ideally representing different floors to capture a range of perspectives).
- A BEO representative who will facilitate meetings and provide project updates.
- A representative from the lift consultants when required, to provide technical clarity.

Meetings & Reporting

- The group will meet quarterly, or more frequently if required during critical project phases.
- Meeting agendas will be circulated at least five working days in advance.
- Summary notes will be shared with the wider resident community via House Groups and the Barbican Estate Office.
- Key concerns raised will be formally recorded and communicated to the BEO and lift consultants for response and potential action.

Responsibilities & Conduct

- Members will act as a conduit for resident concerns while recognising the consultative nature of the group.
- Discussions will remain constructive and focused on solutions rather than technical specifications.
- Members will respect confidentiality where required and ensure that information is communicated accurately to residents.
- The regularity of formal project comms to all residents is to be continually reviewed and increased/decreased at the discretion of the group dependant on which phase of the project we are in but no less than quarterly.

Review & Duration

- The effectiveness of the group will be reviewed periodically by the BEO.
- The group will remain in place for the duration of the lift modernisation project and will be disbanded upon completion.

This steering group ensures that residents have a structured and meaningful way to engage with the lift project while maintaining clarity around roles and decision-making authority. It aims to facilitate effective communication, resident involvement, and a smoother project experience for all affected households.