

## Repairs Charging - Barbican

Dear Leaseholders,

### WITHOUT PREJUDICE

#### Repairs Charging Note - Barbican Estate Service Charge

I am writing to confirm the City of London's commitment to addressing maintenance and practice failures that have affected the Barbican Estate in the past and to making a genuine attempt to settle any disputes with leaseholders arising out of those issues.

We acknowledge the concerns raised by resident representatives and groups and trust that you are already seeing improvements in management and accountability, we fully acknowledge we still have a long way to go.

We are currently evaluating, without prejudice, several areas for potential rebate, specifically where the root cause of a problem can be attributed to historical failures in maintenance and/or management. These include:

- **Failures to Diagnose:** Situations where repeated callouts were made without identifying and resolving the underlying issue.
- **Delayed Repairs:** Instances where repairs were unreasonably delayed, leading to further inconvenience and/or costs.
- **Incorrectly Charged Repairs:** Repairs that should not have been charged to leaseholders under the terms of the lease.
- **Non-compliance and/or Poor Management:** Cases where repairs arose from non-compliance with building standards or where a lack of management led to avoidable issues.
- **Warranty Failures:** Charges for repairs that should have been covered by warranties, including those where warranties were voided due to poor management practices.

Determining financial impact is also challenging. Calculating the costs for repairs that should have been covered under warranties or estimating potential rebates where issues stem from poor maintenance/management, requires a lot of analysis to ensure fair and accurate outcomes, this may vary in scale between individual houses/blocks. We are suggesting this process will take around 3-6 months.

Thank you for your continued patience and engagement as we work towards resolving these matters in a fair and equitable manner.

Wishing everyone a pleasant weekend.

Best,  
Daniel Sanders  
Assistant Director  
Barbican Estate