

Committee(s): Barbican Estate Residents Consultation Committee Barbican Residential Committee	Dated: 3 November 2025 17 November 2025
Subject: Report of Reporting Committee	Public
This proposal: <ul style="list-style-type: none"> Provides business enabling functions 	Providing Excellent Services
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 updates Members of the RCC/BRC on the work of the Reporting Committee since the last cycle.

Recommendation

Members are asked to:

- Note the contents of this report.

Main Report

Background

At the last RCC/BRC, the reports of the Reporting Committee and the Major Works Programme Board (MWPB) were combined following a joint meeting to review the business case for bringing the repairs service in-house.

Since then, the Reporting Committee met twice (10 September and 15 October). Papers were issued in advance in line with the Terms of Reference, with minutes and actions circulated subsequently. This was supported by dedicated secretarial resource (Officer Mia Blianey).

Governance Review Proposal (Charles Russell Speechlys)

D. Sanders provided an update on the Governance Review proposed by Charles Russell Speechlys (CRS), the sole respondent to outreach among five independent legal professionals.

Costs and Scope

- Leaseholders will not bear any costs related to this review.

Resident Involvement and Transparency

- Members raised concerns about limited resident engagement in early phases.
- Suggestions included sharing documents with House Group Chairs, providing meeting summaries/recordings, and including resident representatives in future meetings.

Governance and Communication

- The review is intended to strengthen, not reduce, Resident Tenants' Associations (RTAs), and align them with legal requirements.
- Some RTAs may lack full clarity on their legal position; clearer communication is needed.

General Support

- Members welcomed development of a single, authoritative governance information source for all stakeholders.

Actions Agreed

- Consider how Phase One can be made more open and transparent (e.g., recordings or published summaries).
- Amend the document to state that “you” refers to the City of London (CoL).
- Include a statement confirming the review does not affect individuals' statutory rights.
- Clarify the meaning of “bi-weekly” (twice a week or once every two weeks) and whether meetings are internal or include wider participation.
- Confirm that stakeholders will be consulted as the process develops and that the process is externally led.
- Attach the terms of reference to clarify who is included under “stakeholders”.

RCC Papers

Following RCC, the Reporting Committee noted two amendments for BRC consideration:

- Removal of Brandon Mews Canopy from Roofing Gateway (G1 & G2).
- Withdrawal of Service Charge guides until the meeting of the SCWP.

These amendments were agreed unanimously.

Reports of MWPB

The Reporting Committee received draft versions of:

- Planned Preventative Maintenance Programme
- Capital Expenditure Plan
- Contracts Matrix
- Project Tracker

The drafts were received and noted.

BEO Organisational Chart

D. Sanders presented the current Barbican Estate Office (BEO) organisational structure following service review and realignment. The structure reflects the current operating model and an aspirational framework to deliver improved governance, accountability, and resident experience.

Appendix 1 provides the organisational chart showing the three core service areas Resident Services, Property Services, and Finance and how they interconnect to support day-to-day estate management.

A Resident Communication Strategy is planned for Q1 2026 to set out open, transparent, and consistent engagement, establish communication standards, introduce feedback loops, and strengthen links between engagement, service delivery, and performance monitoring.

The new structure aims to clarify roles, responsibilities, and reporting lines. Continuous review and improvement will be central to ensuring consistency and quality.

- Members welcomed the clarity of the updated structure and the intention to pair it with a robust communication strategy.
- The scale of BEO operations was recognised; Members supported an annual review to ensure responsiveness to resident needs.
- Broad endorsement for a focus on transparency, performance monitoring, and clearer resident-facing communication.

Minutes, Actions and Papers

Given the size of the agenda pack, the Committee agreed not to include all minutes and actions in every RCC/BRC pack. Transparency remains essential so residents can see the Committee's progress.

Action: D. Sanders to liaise with the Corporation's website team to create dedicated webpages for both the MWPB and Reporting Committee to publish papers openly, with links provided in future committee packs.

Agenda Planning:

The Committee recognised that some resident groups and the Barbican Estate Office (BEO) currently operate on differing quarterly cycles, with some referencing calendar quarters and others using financial quarters. To ensure clarity, consistency, and effective coordination, it was agreed that all reporting, planning, and performance references will align to the financial year, as this underpins the Barbicans budgeting and operational cycles.

Moving forward, agenda plans will be prepared for the period 1 April 2026 to 31 March 2027 and presented to the February 2026 RCC/BRC for review and approval.

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