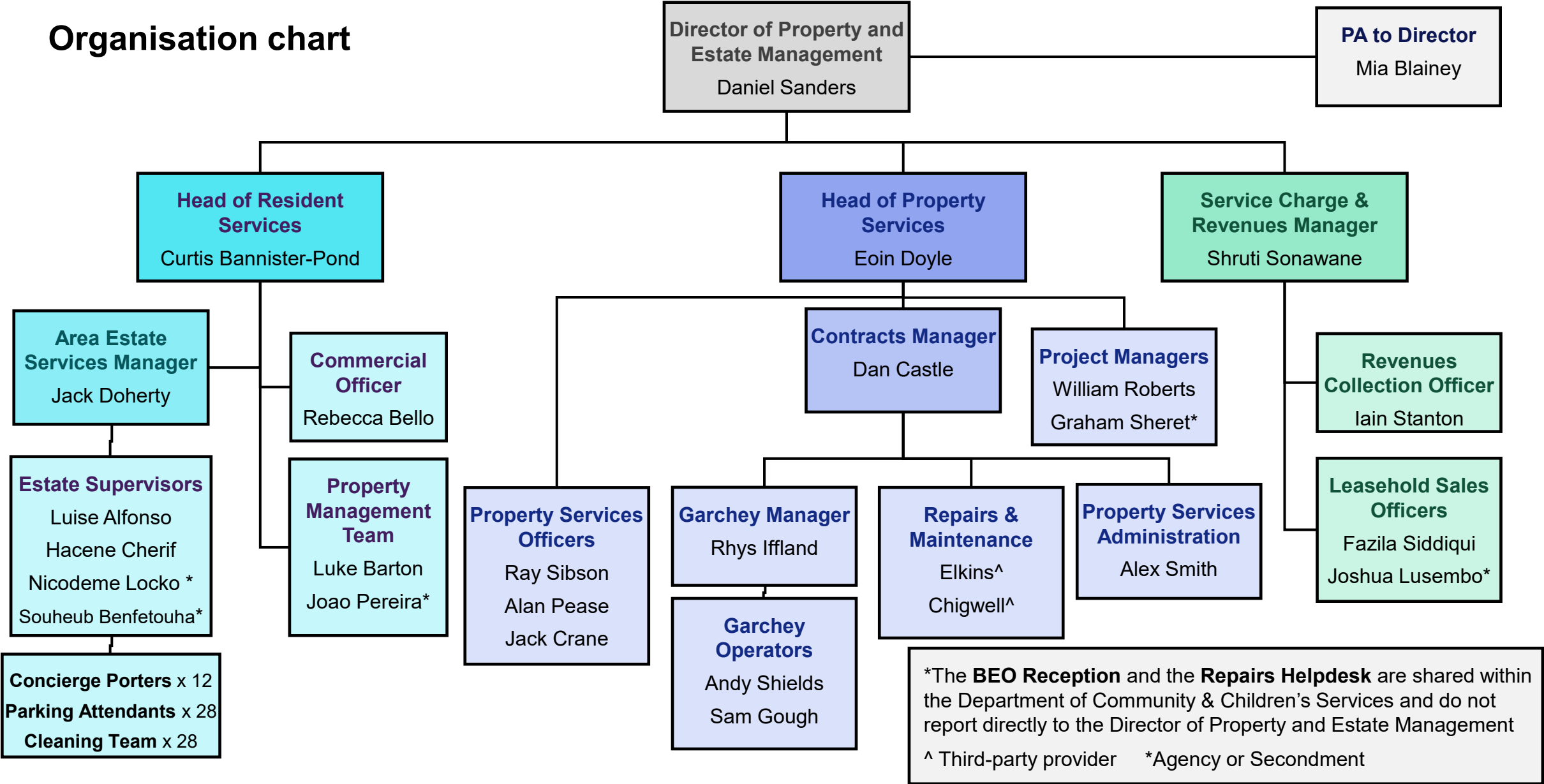
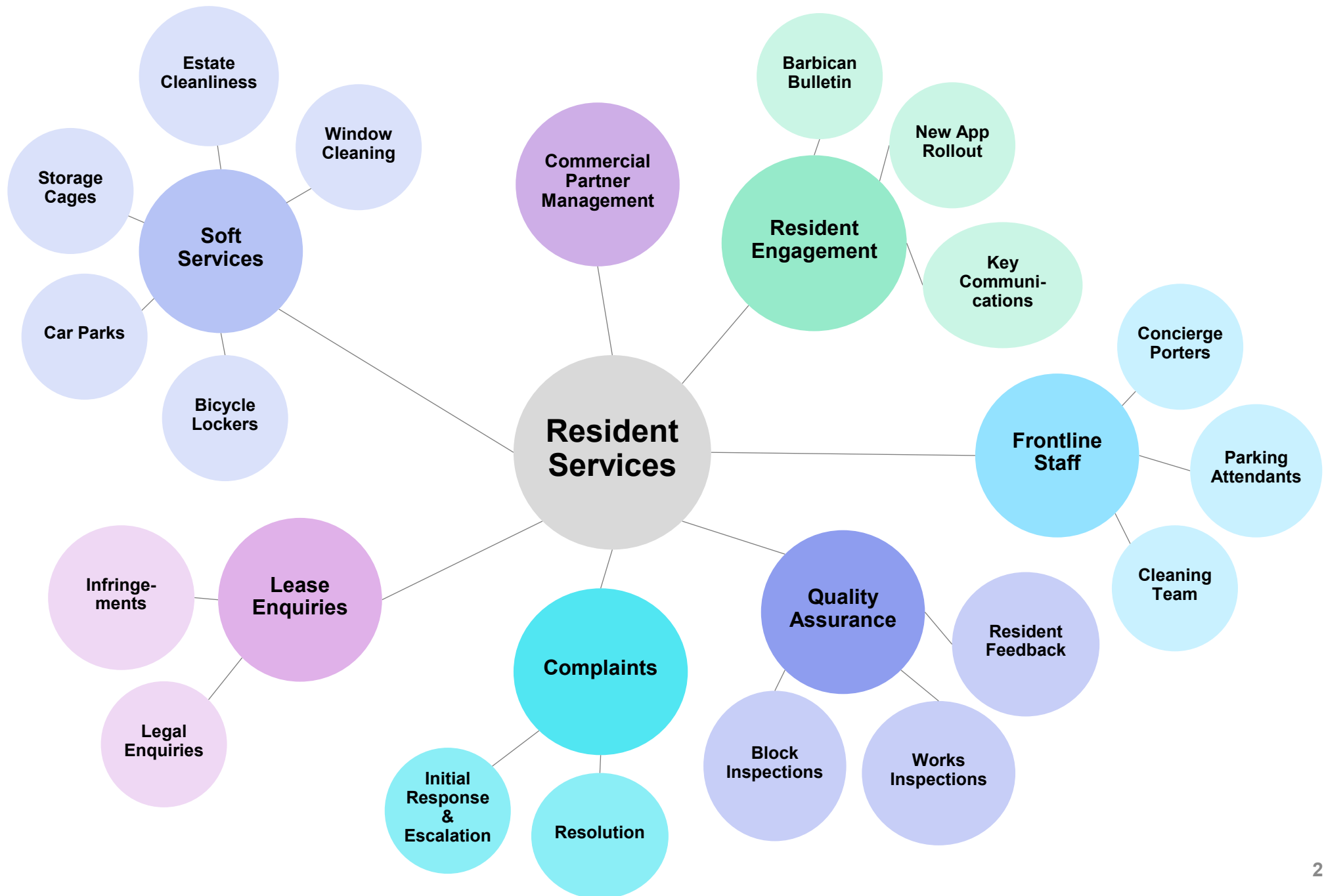


Barbican Estate Office

Organisation chart





Resident Services & Staffing Operations



Resident Communication
and Engagement.



Management of Estate
Soft Services.



Frontline staff
management



Commercial partner
management

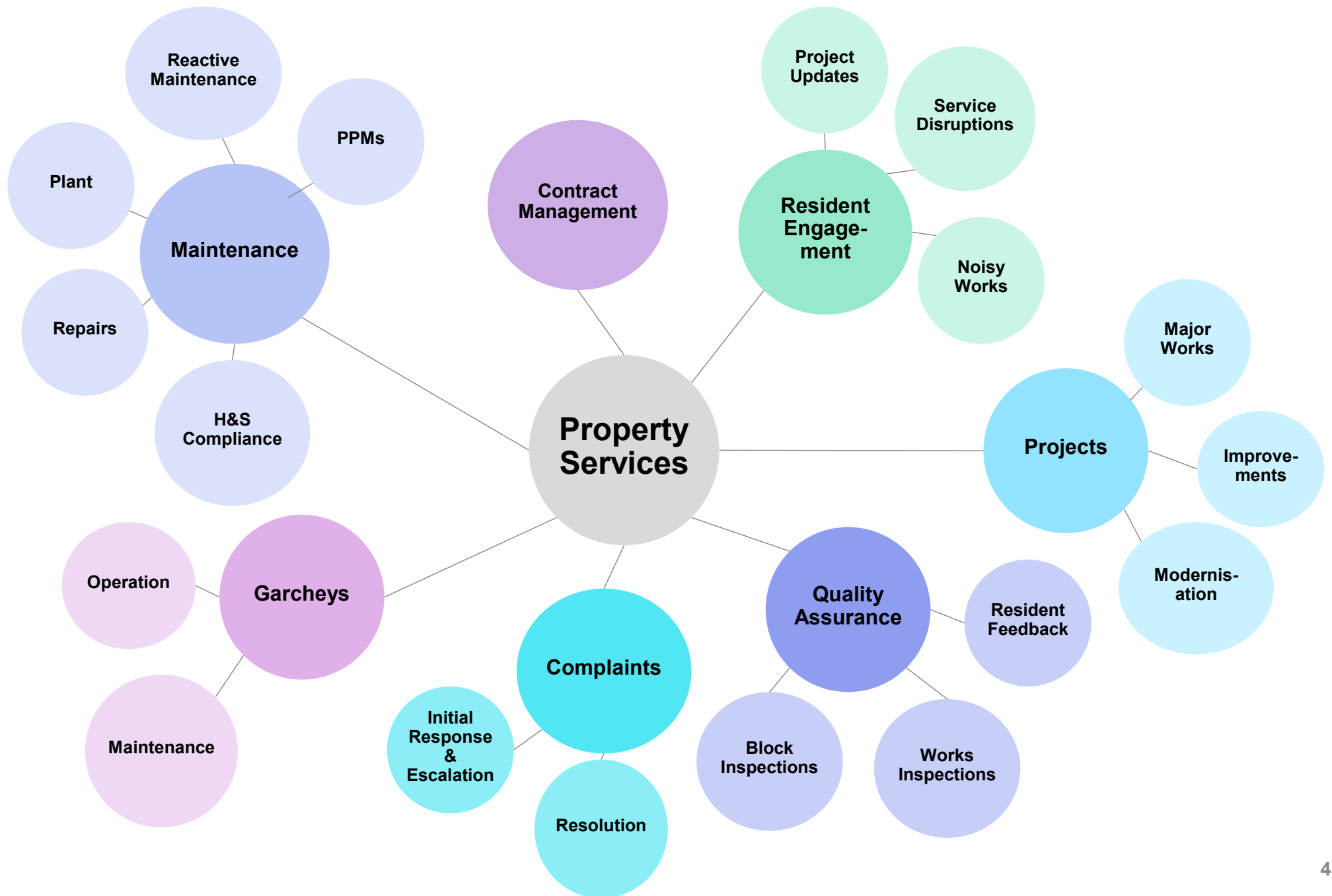
The Resident Services Team is dedicated to ensuring that every leaseholder and resident enjoys a positive, high-quality living experience on the Barbican Estate. Their work covers the day-to-day management of estate operations, coordination of frontline services, and direct engagement with residents to uphold the Barbican's standards.

The team includes both frontline staff - porters, cleaning teams, and parking attendants, who deliver daily services across the estate, and the management team who oversee operations, communication, and quality assurance. Together, they ensure the estate remains clean, safe, and welcoming, from communal areas to residents' front doors.

Resident Services are responsible for resident engagement, complaint handling, and ensuring that matters raised are responded to and resolved efficiently. They also manage lease infringements and ensure compliance with estate regulations and lease conditions to maintain a harmonious and consistent living environment.

Additionally, the team oversees commercial partner management, which involves maintaining relationships with and oversight of the commercial premises across the estate. This includes ensuring that shops, cafes, and other commercial tenants operate in line with their lease terms and contribute positively to the wider estate environment.

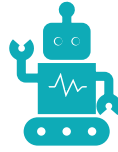
Through proactive management, effective communication, and a commitment to service excellence, the Resident Services Team will play a vital role in preserving the Barbican Estate's reputation and ensuring it remains an exceptional place to live and work.



Property Services



Planned
Preventative
Maintenance.



Reactive
Maintenance.



Projects; including
improvements,
replacements,
maintenance



Garchey operation
and maintenance.



Contractor
Management.

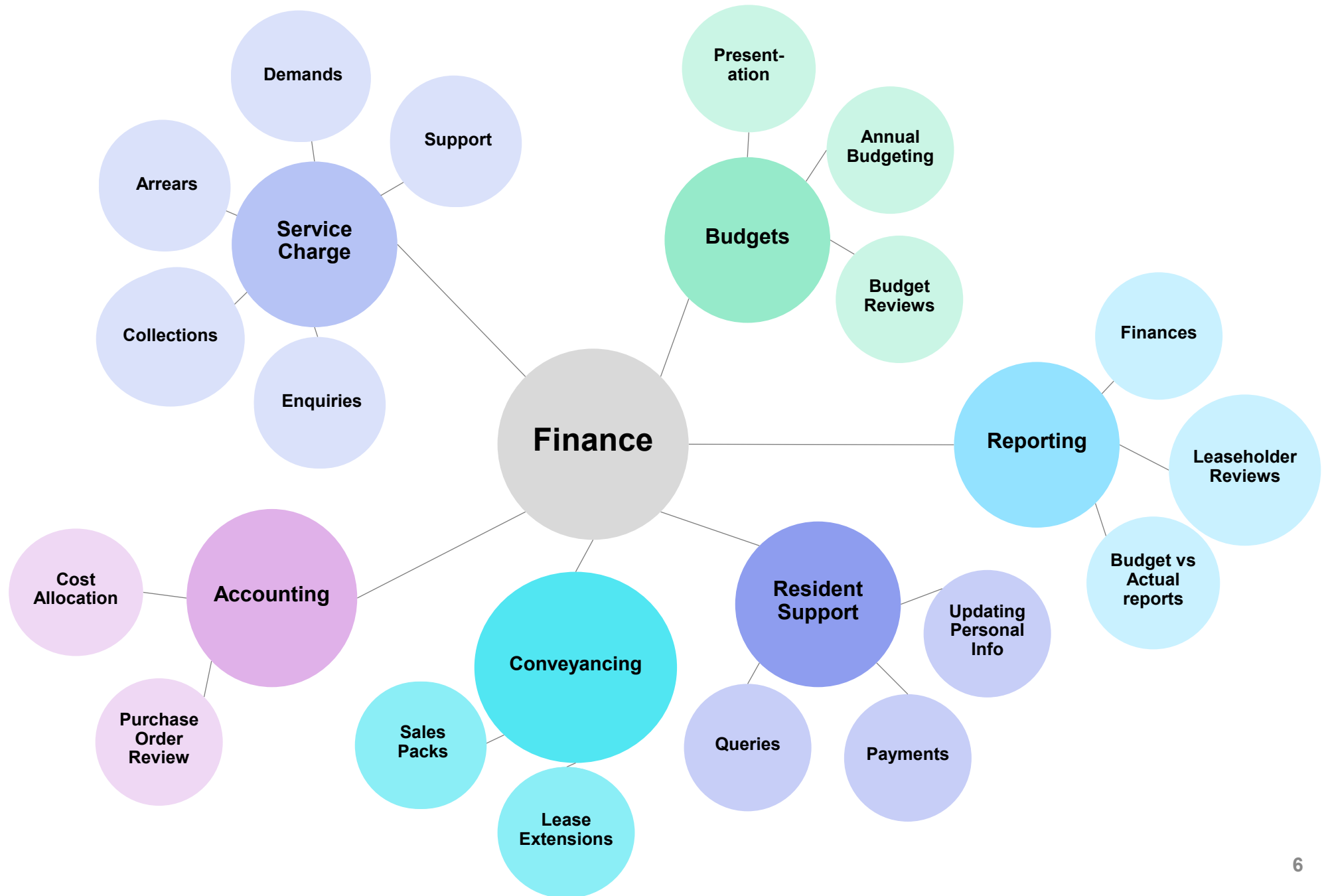
The Property Services Team covers all aspects of the estate's infrastructure, including mechanical, electrical and plant systems, planned and reactive maintenance, projects and health and safety compliance.

They manage and oversee contractors carrying out work on behalf of the Barbican Estate Office, ensuring that all works meet required standards. The team also provides guidance and support to residents experiencing issues with utilities, hot water, or underfloor heating investigating communal faults or advising on matters within individual demises.

In addition to maintenance and operational responsibilities, the Property Services Team leads on major project works and programmes. This includes the planning, coordination, and delivery of refurbishment, modernisation, and improvement projects across the estate. They ensure these works are carried out safely, on time, and within budget, while maintaining clear communication and engagement with residents to minimise disruption.

Through their technical expertise, strong contractor management, and commitment to safety and quality, the Property Services Team plays a vital role in maintaining and enhancing the Barbican Estate's built environment, protecting its heritage while supporting its long-term sustainability.

Ensuring compliance with legal and lease requirements.



Finance



Accounting



Service Charge



Budgets



Reporting

The Finance Team is responsible for ensuring the financial stability and transparency of the Barbican Estate's finances. They are responsible for managing all aspects of the estate's service charge budgeting, accounting, and financial reporting, ensuring that funds are allocated, collected, and spent responsibly in accordance with regulations and leaseholder expectations.

Their key responsibilities include annual budget preparation, cost allocation, and ongoing budget vs. actual performance reviews to monitor expenditure throughout the year. They also oversee service charge demands, arrears management, and collections, ensuring that income is received on time to keep the estate operating smoothly.

The team supports residents by responding to financial enquiries, providing clear explanations of service charges, and assisting with payment plans or queries. They also handle leaseholder financial processes such as conveyancing, sales packs, and lease extensions, working closely with other departments to ensure accurate and timely information is shared.

Finance is also responsible for financial reporting and analysis for senior management and leaseholders, ensuring transparency and accountability across all spending. Their oversight ensures that every pound of service charge is managed carefully, supporting both day-to-day operations and the long-term sustainability of the Barbican Estate.

Arranging statutory external audits and/or certified accounts.