

DEC 2025

# RESIDENT BRIEFING

## WATER SUPPLY INTERRUPTION - BARBICAN ESTATE



BARBICAN ESTATE OFFICE

# TABLE OF CONTENTS

**3**

Background to the Issue.

**4**

Immediate Actions Taken

**6-7**

Welfare Arrangements

**8-11**

Forward Planning Scenarios

**12**

What should residents do?  
Closing message from Director



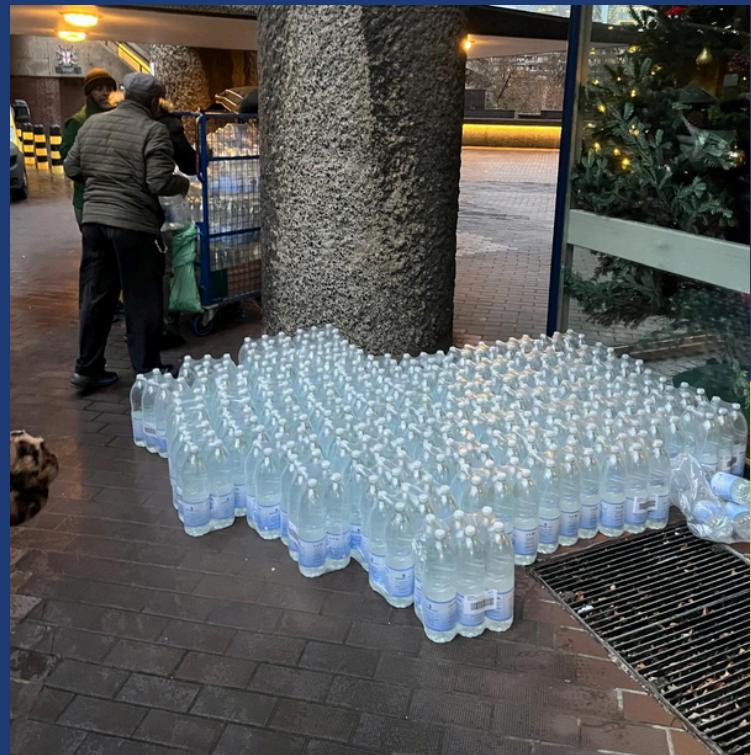
## Background to the Issue.

Barbican Estate is currently experiencing a significant disruption to its water supply due to a major leak affecting the estate's main feed. This issue rests with Thames Water, who have confirmed that the leak is complex and requires substantial engineering work. Their teams are working on a continuous basis to identify the precise cause and carry out the necessary repairs.

The Barbican Estate Office has no authority to conduct the repair itself. However, our priority is to ensure residents' safety, access to essential services, and ongoing communication until water service is restored. We are in direct contact with Thames Water and will continue to provide updates as soon as information is available.

**Thames Water have been able to repressurise some parts of the system, meaning some water will be coming through at low pressure to some apartments. Please note, that during repair works the system will be isolated and all water will be cut off. If you do currently still have some water available, please do still take note of these contingency plans and collect bottled water as advised as all apartments in affected blocks will lose all service.**

# Immediate Actions Taken



To support residents during this period, the following measures are already in place:

- **Water Provision** - Over 4,000 litres of bottled water have been delivered (10 litres per flat). Further deliveries are scheduled to ensure continuous provision.
- **Welfare Facilities** - Shower access and welfare services have been secured at **Nuffield Health** and **Golden Lane Estate Leisure Centre**. (Details on Page 06 & 07)
- **Support for Vulnerable Residents**: Vulnerable individuals have been identified and contacted directly. Additional assistance, welfare checks, and transportation support are being provided as needed.
- **Fire Safety Measures**: A dedicated fire watch is in place at **Lauderdale Tower**. Shoreditch Fire Brigade has been notified of the water outage affecting wet riser systems.

**Please note that in all blocks the dry riser system has not been affected, which is a pressurised system of pipes that the Fire Brigade would connect their tankers to in order to fight a fire.**

- **Estate Office Coordination** - Senior BEO officers will be on-site throughout the weekend. Planning for continued cover is already underway to ensure visible support and direct liaison with Thames Water.
- **24/7 Monitoring** - The BEO is on call at all times to receive updates from Thames Water. On-Site presence will continue for the majority of the outage period.

## Contact and Updates - BEO

- We remain in continuous contact with Thames Water and will provide further information as soon as it is confirmed.
- Residents will receive a morning and evening update until supply is restored.
- Additional alerts will be issued immediately if conditions change.



**Image left shows the current excavation on Aldersgate Street.**

# Welfare Arrangements

## Showers & Toilet Facilities

### Golden Lane Sport & Fitness

Fann Street, London, EC1Y 0SH

Tel: 020 7250 1464

<https://www.fusion-lifestyle.com/centres/golden-lane-sport-fitness/>

### Opening Hours

Monday - Thursday **06:30-20:00**

Friday **06:30-18:00**

Saturday **08:00-16:00**

Sunday **08:00-14:00**

Golden Lane leisure centre have kindly offered shower and toilet facilities to all residents affected by the water outage. Please ensure that own towels and toiletries are taken with you when using these facilities as none are available at the leisure centre.

### Nuffield Health

Located opposite Lauderdale Tower and the Barbican Tube Station, Nuffield have kindly offered shower and toilet facilities to residents between the hours of **2pm and 4pm on Saturday 6<sup>th</sup> and Sunday 7<sup>th</sup> December**. As above towels and toiletries will not be provided and residents should bring their own.

Please note should the facilities become overcrowded Nuffield may have to limit access or turn residents away.



# Welfare Arrangements

## Comfort & Toilet Facilities

### Barbican Library

#### Opening Hours

Monday, Wednesday & Friday 09:30 - 17:30

Tuesday & Thursday 09:30 - 19:30

Saturday 09:30-16:00

Sunday **Closed**

The Barbican Library is an official warm welcome space this winter, residents are welcome to stay as long as they like in the space and use the toilet facilities in the centre.

<https://www.cityoflondon.gov.uk/services/getting-help-with-the-cost-of-living/find-a-warm-welcome-space>



# Forward Planning Scenarios

As the timeline for repairs is not currently confirmed, the Estate Office has prepared contingency plans covering short and extended periods. These will be adapted as more information becomes available.

Details of these scenarios are outline over the next pages.

# Scenario A: Up to 3 Days

The below is already in place for the interruption to water service continue to 3 days (Saturday 6<sup>th</sup> December).



## RESIDENT WELFARE

- Sustained daily water deliveries.
- Continued access to welfare/shower facilities.
- Ongoing checks on vulnerable residents.
- Library available if needed (details on page 07)



## FIRE SAFETY

- Fire watch remains active.
- Coordination with Fire Brigade maintained regarding wet risers.



## OFFICER PRESENCE

- Senior BEO officers on-site daily.
- Communications team issuing morning and evening bulletins.



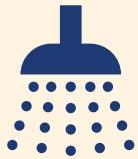
## INFORMATION

- Daily briefings to residents via email and noticeboards.
- Thames Water updates posted as received.

# Scenario B: 4 - 7 Days

The following contingency plans will be in place should the outage extended to between 4 and 7 days. (Sunday 7<sup>th</sup> DEC - Wed 10<sup>th</sup> DEC)

## RESIDENT WELFARE



- Expanded water supply capacity with larger deliveries or bulk tanks if required.
- Review of shower facilities capacity and possible extension to other local providers.
- Rotation schedule for welfare access if demand increases.



## WATER DISTRIBUTION LOGISTICS

- Designated collection points and scheduled distribution windows.
- Delivery arrangements for those unable to collect.



## FIRE SAFETY

- Ongoing Fire Watch.
- Review of further mitigation measures for towers if needed.



## OFFICER PRESENCE

- Senior Officer presence daily, including weekends.
- Dedicated liaison officer for vulnerable residents.



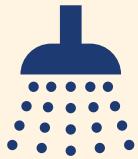
## INFORMATION

- Twice-Daily resident updates (morning and late afternoon).
- Written report every 72 hours summarising progress from Thames Water

# Scenario C: 8 Days +

The following contingency plans will be in place should the outage extended to beyond 8 Days (Thursday 11<sup>th</sup> December Onwards).

## RESIDENT WELFARE



- Long-term bottled and/or tanker water supply.
- Investigation of temporary water mains or standpipes (dependent on Thames Water support).
- Escalation of welfare support for vulnerable groups.
- Potential temporary facility arrangements for laundry.



## OPERATIONAL PLANNING

- Increased Estate Staff presence to support water distribution, monitoring, and after-hours response.
- Coordination with City of London for any wider resilience measures.



## FIRE SAFETY

- Review of additional safety measures including:
  - Extended fire watch hours.
  - Building-specific action plans.
  - Further consultation with London Fire Brigade.



## OFFICER PRESENCE

- Continued Senior Leadership on-site and 24/7 on-call availability.
- Consideration of weekend command rota if disruption continues.



## INFORMATION

- Longer-range update reports issued at defined intervals.
- Communication escalated through public notes, web updates, and direct mail where required.

# What should residents do?

- Residents are advised to use water sparingly.
- Save bottled water supplies for drinking, cooking, and essential flushing.
- Look out for updates issued by the BEO and Thames Water.
- Contact the Barbican Estate Office if you require additional assistance.
- **If you know of a vulnerable neighbour**, please assist us by checking in on them and advising the Barbican Estate Office so we can ensure they receive support.

## Closing Message

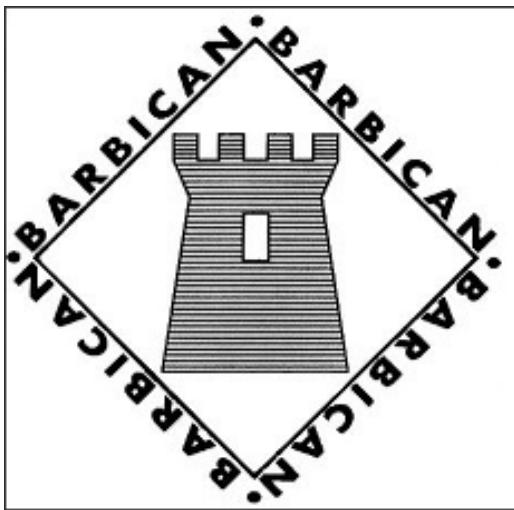
We fully appreciate the disruption this outage causes and are working to ensure the welfare, safety, and comfort of all residents while Thames Water works to resolve the fault.

The situation remains their responsibility, but the Barbican Estate Office will continue to do everything possible to support you throughout.

Thank you for your patience and cooperation.

**Daniel Sanders**

Director of Property and Estate Management



# Barbican Estate Office

