

BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE
Monday, 3 November 2025

Minutes of the meeting of the Barbican Estate Residents Consultation Committee held at Committee Rooms, 2nd Floor, West Wing, Guildhall on Monday, 3 November 2025 at 6.30 pm

Present

Members:

Jo Boait - (Chair)
Sandra Jenner (Deputy Chair)
Lucy Sisman - Cromwell Tower (Deputy Chair)
Jan-Marc Petroschka - Chairman of the Barbican Association
Lionel Meyringer - Andrewes House
Stephen Chapman- Ben Jonson House
Andrew Tong - Brandon Mews
Andy Hope - Breton House
John Taysum - Bryer Court
Gordon Griffiths - Bunyan Court
Helen Hudson - Defoe House
Sally Spensley - Frobisher Crescent
Dave Taylor - Gilbert House
Pauline Fasoli - John Trundle Court
Claire Hersey - Lambert Jones Mews
David Lawrence - Lauderdale Tower
Stuart Lynas - Mountjoy House
John Holme - Postern
Robert Bexson - Seddon House
Sandy Wilson - Shakespeare Tower
Frits van Kempen - Speed House
Matthew Knight - Thomas More House
Petre Reid - Willoughby House

In attendance

Deputy Anne Corbett – Chair, Barbican Residential Committee
Helen Fentimen - Common Councillor, Aldersgate
Adam Hogg – Common Councillor, Cripplegate
Jim Durcan - Chair, Service Level Working Party and Garden Advisory Group
Tam Pollard – Chair, Asset Management Working Party

Officers:

Judith Finlay	- Executive Director of Community & Children's Services
Dan Sanders	- Director of Property & Estate Management, Barbican Residential Estate
Eoin Doyle	- Community and Children's Services
Curtis Bannister-Pond	- Community and Children's Services
Shruti Sonawane	- Community and Children's Services
Dan Castle	- Community and Children's Services
William Roberts	- Community and Children's Services

Polly Dunn	- Assistant Town Clerk and Executive Director of Governance and Member Services
Rhys Campbell	- Town Clerk's Department

1. APOLOGIES

The Chair welcomed all to the meeting, including the new Head of Resident Services, Curtis Bannister-Pond. She also noted that there had been a welcome improvement to the administration around sub-committees and working parties, following the recruitment of the PA to the Director, Mia Blainey.

Apologies were received from Rodney Jagelman, Fiona Lean and Nicola Baker in advance of this meeting.

In their absence, Matthew Knight was sent as representative for Thomas More House and Stephen Chapman was sent as representative for Ben Jonson House.

2. MEMBERS DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. MINUTES

RESOLVED, that – the minutes of the previous meeting held on 1 September 2025 be approved as a correct record subject to the following amendments:

- John Taysum was present at the 1 September 2025 meeting.
- Correction of page 14 and instead it should state ‘the reports were received and their contents noted.’
- The Chair advised that a Member had noted that section 9 of the minutes of the meeting on 1 September 2025 did not reflect Members’ reminders that an original structural defect was declared in the roof of Brandon Mews, and the decision was taken that this could not be rectified at the time, unlike the roofs of other blocks. Instead, the City Corporation had taken the decision to workaround the defect with a canopy, so the original defect remains and therefore Brandon Mews is in a different position to that of others.

Later in the meeting a Member requested that, in section 9 and after ‘The Member also highlighted that the ongoing Avanti review of the canopy had not yet been concluded, and that the canopy was not a roof but instead a piece of architecture which also served as waterproofing’, the words ‘requiring architects with skillsets very different from those needed for other blocks’ should have been included in order to more accurately reflect an aspect of what was said at the

meeting, which has implications on future procurement scopes. However, it was noted that the minutes had already been approved.

4. REPAIRS & MAINTENANCE (LOT 2) – IN HOUSE UPDATE ON PHASED IMPLEMENTATION

The Committee received a report of the Executive Director, Community and Children's Services in respect of an update to Members on the implementation of the in-house repairs service following Barbican Residential Committee (BRC) approval.

The Deputy Chair asked if the BEO was still considering setting up a task and finish group following Chigwell's withdrawal and it was confirmed that this was still scheduled to take place and that there shall be a call for volunteers.

The Director, Property and Estate Management reiterated the BEO's commitment to undertake a review as to why Chigwell has taken the decision to exit the repairs and maintenance contract.

RESOLVED, that – the report was received and its contents noted.

5. REPORT OF MAJOR WORKS PROGRAMME BOARD

The Committee received a report of the Executive Director, Community and Children's Services in respect of an update to Members of the RCC on the recent work of the Major Works Programme Board (MWPB). Members were pleased to see the draft Planned Preventative Maintenance Programme, Contracts Matrix, Project Tracker and Capital Expenditure Plan that had been included with the papers.

During discussion the following points were noted:

- The Director described the figures contained in differing columns of the Major Works Delivery Forecast. He advised that when the timing of the Tower lift programme was considered, the views of residents' lift tower working group would be taken into account, including in respect of cost-spreading. The Major Works Delivery Forecast would be updated regularly and this would be documented through the MWPB minutes and consultation.
- The representative for Shakespeare Tower raised concerns regarding the Fire Door Project and advised that residents would be keen to see a mock-up design of the doors to ensure that they featured mailboxes. The Director advised that letterboxes had been introduced into the testing of the door sets for the towers and at the next meeting of the RCC he hoped to be able to advise the Committee of the date for a mock-up design to be available for residents to view.
- In response to a concern being raised regarding the capacity of the management team given the planned work and project schedule, the Director noted that resourcing would be continually reviewed against demand, as

would the BEO organisational chart. However, he was satisfied with the level of resourcing as it stood currently.

- The Director advised that critical pathways of related work programmes and project interdependencies would be mapped and then monitored by the MWPB.
- A Member noted the amount of ancillary works required, as described in the previously published Savills Report, and asked if these had been included in the programme. The Director advised that a lot of activity had been undertaken in the previous year, particularly on landlord electrical testing. The Savills Report and other previous reports had been used to build the foundation of the programmes reflected in the reports provided.
- The Director highlighted that the BEO contained officers with a good skillset and was confident that the programmes encompassed all the assets on the Barbican Estate. However, given the complexity of the Barbican Estate, he was planning to commission a review by an external third party within the next 18 months to make sure that nothing had been missed.
- The Director advised that the remit of the fire door project was to replace front doors and the external cupboard doors at the entrance to flats and that the remit did not include replacing the cupboards behind the external doors (or the asbestos contained within them). However, he had been advised that this might not be consistent with the original commitment and he would check this and revert.
- The Director confirmed that cost allocations will be at a detailed level, including by asset and by House.
- In respect of lift refurbishments, the Committee were notified that two options had been reviewed; modernisation and full replacement. The Director advised that modernisation had been agreed for the towers and would include the replacement of all components except for the lift frame, metal counterweight and guide rails. A similar decision would need to be made in respect of the terrace blocks.
- In response to a question from the representative for Lambert Jones Mews the Director confirmed that its ongoing roof project and associated costs would remain separate from the wider roof projects.
- It was highlighted that drainage in Thomas More Garden needed to be addressed as it caused flooding across the paving stones.

RESOLVED, that – the report was received and its contents noted.

6. REPORT OF THE REPORTING COMMITTEE

The Committee received a report of the Executive Director of the Community and Children's Services in respect of an update to Members on the work of the Reporting Committee since the last cycle.

The Director advised that, to avoid adding a significant number of pages to the RCC packs, a summary report had been prepared and the agenda pack and minutes of this committee (and of the MWPB) would be loaded onto the City of London website once the appropriate directories had been created. He also advised that, to avoid confusion, all future reports would refer to the financial year (1 April to 31 March), rather than the calendar year.

The Director referenced item 15 (BEO Organisational Chart) and advised that the report sought to highlight the breadth of the BEO and what each department was responsible for. A communication strategy was being prepared that would describe the organisational chart and highlight to residents the appropriate interfaces for differing queries.

A Member asked for further details regarding the role of the estate supervisors and the Committee were informed that various responsibilities fell under this remit which included Porters and the Housekeeping team. Further details would be included in the communication strategy including with escalation routes. The Director advised that there was commitment to provide residents with a handbook regarding items such as asbestos. The communications strategy would include flowcharts to enable residents to understand who they should contact and how.

The Director agreed to provide a gap analysis report in respect of the Reporting Committee agenda plan after the end of the year.

The Chair advised that the MWPB had requested that projects are not removed from reports until a projection completion report had been completed.

RESOLVED, that – the report was received, and its contents were noted.

7. GOVERNANCE REVIEW

The Committee received a report of the Executive Director of Community and Children's Services in respect of a report recommending a Governance Review of the Barbican Estate, commissioned to examine the current decision-making structures, stakeholder relationships, and statutory frameworks under which the Estate operates.

The Director described the proposal that had been received from Charles Russell Speechlys (CRS) and Inside the Box Advisory. The proposal had been circulated to House Group Chairs and their comments had been incorporated. He confirmed that the review was being funded by the City of London as landlord and would not be charged to leaseholders.

The Committee was informed that a review of overall Housing Governance within the City Corporation was expected to take place and that this report would be valuable for this review in relation to the Barbican Estate.

A Member highlighted that resident consultation was important and advocated that consultation with residents and stakeholders were undertaken at all stages. The Director advised that after feedback had been received in that regard, discussions had taken place with CRS who had agreed to engage with stakeholders during all phases which would assist CRS to provide an accurate report. Unfortunately, there had not been time to receive an updated report from CRS prior to the paper deadline. The Director also advised that the report would be published to all leaseholders and other stakeholders.

RESOLVED, that – the report was received and its contents noted.

8. 2024/25 BARBICAN ESTATE SERVICE CHARGES ACTUALS

The Committee received a report of the Executive Director of Community and Children's Services which presented the actual expenditure against the billed Estimate for the period 1st April 2024 – 31st March 2025.

Explanations had been provided for all estate-wide variances, noting that, overall, there had been an underspend of nearly £1.4 million.

During the discussion the following points were noted:

- A Member noted the discrepancy between heating and electricity costs and asked for a reasoning for this. The Director explained that the figures derived from usage and was based on kilowatt hour usage and not the percentage pound figure.
- The comparison to the estimate was discussed, particularly in respect of general repairs. A member noted that the current management team had not prepared the 2024/25 estimate and that this estimate had been the basis of the leaseholders' service charges during that year. The comparisons were, therefore, of interest, although a year-on-year review of the actual expenditure provided a better view of changes to costs. The figures would be circulated to leaseholders after they had been approved by the Barbican Residential Committee. It would not be possible to organise the adjustments by December 2025 and these would most likely be made at the end of March 2026.
- The Director advised the Committee that they were close to finalising the heating liability from previous years and it was hoped that these adjustments would also be made in March 2026. A Member encouraged officers to explain this to leaseholders and to send letters to individual flats in respect of the 2023/24 outturn, as the figures were currently only available online and with no narrative explanations. Officers agreed to advise leaseholders as soon as possible.
- Member asked why there had been 'Major Works' charges for asbestos and water tanks across a number of years. The Director explained that there were circa 300 water tanks across the Barbican Estate and work had been undertaken a few years ago that recommended immediate repairs including relining of some tanks and noted other tanks that required less immediate repairs. There remained many water tanks that would need attention over the coming years. Asbestos Management Plans were in place and were regularly updated. On occasion, site walks with contractors identified areas that had perhaps moved and where asbestos removal or recovering was required.
- A Member asked about the promised full and detailed breakdown of the Power Purchase Agreement (PPA) that the BEO and Energy colleagues had advised would be provided to the Committee. The Director noted that not all were clear on the charging metrics behind the agreement and he had received requests for more detail. The unit rate paid for electricity was not clear, and the implications of commercial rates versus residential rates and the City Corporation's VAT exemption. He confirmed that this would not impact service charges and would provide clarity to the RCC only. The

Director noted that it had been agreed at the previous SCWP meeting that, in future, The budgets would show the anticipated expenditure of electricity and the anticipated credits from the PPA, so that Members and leaseholders were advised the baseline electricity costs.

- The Committee were advised that there had been additional hardware and systems costs in 2024/25, due to roll-outs of hardware such as mobile phones to members of staff to ensure that they were connected to the City Corporation and to ensure that they had access to the appropriate tools, training and networks.
- In terms of charging for window cleaning, the Director advised that the current contractor had itemised the charging for each block, whereas previously the total contract costs had been apportioned by the BEO. He agreed to provide an explanatory report to a subsequent meeting.
- In response to a question, the Director advised that the costs of internal redecorations that had been charged to Andrewes House, even though no redecorations had occurred within the year, resulted from the cash-based accounting approach that was described in the non-annually recurring works section of the covering paper. The Director advised that a completion report on the internal redecorations programme would be brought to a future meeting; his team were close to completing their review of the project.
- A Member noted that residents of some terraced blocks had to ask the BEO to read their electricity meter. The Director thought that it would be charged to the relevant block and agreed to check the cost of this and whether it appeared in the service charges.

RESOLVED, that – the report was received and its contents noted.

9. DIRECTOR OF PROPERTY & ESTATE MANAGEMENT REPORT

The Committee received a report of the Executive Director of the Community and Children's Services in respect of a report providing Members with an overview of current activity and strategic developments across the Barbican Estate led by the Director of Property & Estate Management.

The Director drew the Members attention to the BEO's commitment to undertake a service charge apportionment review, to ensure that these are correct and reflected the inclusion of Frobisher House and other new flats.

The Director highlighted the position regarding the Building Safety Cases for the three towers. Some helpful guidance and information had been received from the Building Safety Regulator and their decision was now awaited on whether to issue a building assessment certificate in respect of the towers. Contingency plans have been prepared in the event that a certificate is not received and a new application is needed. The Director noted that 78% of applications across the industry had been unsuccessful. In response to a question, the Director confirmed that the costs of this application were landlord costs.

RESOLVED, that – the report was received, and its contents were noted.

10. OUTSTANDING ACTIONS

The Committee noted the actions tracker for the Barbican Estate Residents' Consultation Committee (RCC) and the Barbican Residential Committee (BRC).

The Director explained that, with respect to action 14, the variation in the Cromwell Tower estimate was due to differences in the condition of the lifts at the time of the original inspection and therefore might not be reflected in the tenders received.

During the discussion the following points were noted:

- A Member asked for further details of the annual audit of service charges (action 40) and if this was statutory requirement. The Director confirmed that a meeting of a subgroup of the SCWP had discussed the remit of the audit, with the aim of completing a full comprehensive audit for this first audit of the service charge accounts. He would advise when this became a statutory requirement.
- A member commented on the proposed review of the 2026/27 budget by the Reporting Committee (action 30) the Director noted that it had been agreed that the question as to whether he should chair the Reporting Committee would be considered by the Governance Review and advised that, if the review recommended that the Director no longer be Chair of the Reporting Committee, then he would stand down immediately. Both the Service Charge Working Party and the Reporting Committee will review the 2026/27 budget.
- Regarding the Barbican App (action 5), it was confirmed that the Head of Resident Services was now overseeing this work and that the BEO were still committed to delivering the app to residents by April 2026.
- The Director agreed to ensure that the Repairs and Maintenance principles (action 22) were updated and publicised to leaseholders.
- Members agreed to close actions 17, 20, 21 and those proposed closed in the action tracker.

16. WORKING PARTY UPDATES

11a. GARDEN ADVISORY GROUP

The Chair of the Garden Advisory Group thanked the City Gardeners for their maintenance of the Gardens and welcomed the Head of Resident Services who would be the point of contact for the gardens going forward.

A Member congratulated all those involved with the Barbican Wildlife Garden having recently won the London in Bloom award.

11b. SERVICE LEVEL AGREEMENT WORKING PARTY

The Chair of the Service Level Agreement Working Party (SLAWP) thanked the BEO team for providing the KPI data for the first six months of the calendar year. The Chair of the SLAWP advised that the SLAWP was concerned that the data showed a marked deterioration in the timeliness of repairs, with a drop in both the number of urgent repairs being addressed within 24 hours and those that were completed within 20 days. He asked that repairs and resident complaints be responded to more promptly.

The Chair of the SLAWP acknowledged that there were increasing problems with the lift services and encouraged officers to communicate to all residents and assist those with accessibility issues where possible.

The Chair of the SLAWP welcomed the initiative to widen the block inspections to include members of other teams, but expressed concern that residents were not being invited to take part. He also welcomed the helpful addition of the expenditure by contractor to the reports received by the SLAWP.

The Director advised that a schedule of inspections would be prepared and circulated to the House Chairs for review.

The Director agreed that the Organisation Chart should be amended to reflect that a team within DCCS handle the tracking of the BEO complaints; he would also advise the Service Charge Working Party of the cross charge for this service. He advised that the actual complaint investigations are usually undertaken by officers of the BEO.

11c. CLIMATE AND ZERO CARBON WORKING PARTY

In line with Standing Order 39 the Committee agreed to extend the meeting by 15 minutes.

The Chair was pleased to advised that, through an initiative started by the Barbican Association, an Interim Chair has been found for the Climate and Zero Carbon Working Party, together with a number of volunteers to serve on this working party.

It was agreed that Richard Setchim be appointed as Interim Chair for the Climate and Zero Carbon Working Party. He would be invited to future RCC meetings.

11d. Service Charge Working Party (SCWP)

The Chair of the SCWP noted that this working party had met a number of times since the previous RCC meeting and were pleased with the significant progress made by the Director and the Finance team. She thanked her colleagues for the work that they had undertaken in this period.

A meeting to discuss the 2026/27 service charge budget and the overhead recharges that were still an outstanding issue had been deferred and was being re-arranged.

A detailed review of the internal and external redecorations contracts and their delivery was being undertaken by the BEO and that all House groups had received the requested repairs and maintenance data.

The Chair of the SCWP advised that she was expecting a paper prior to the next RCC meeting regarding the issue of including flat numbers on reports.

11e. Asset Management Working Party (AMWP)

No meeting had been held since the previous RCC meeting. The Chair of the AMWP advised that he was planning to hold a close-out meeting as all outstanding matters had now been transferred.

12. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

A Member asked for further details regarding the pump costs for the lakes and the Director advised that a meeting with the Barbican Centre regarding the logistics of the pump equipment, and not costs, had taken place. However, any suggestions of material changes to cost allocations would need to be reviewed by the RCC, BRC and Barbican Centre Board.

The Director confirmed that Brandon Mews Canopy had been removed from the architectural works listed in the Balcony and Roof Renewal Programme as requested by the representative from Brandon Mews.

13. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There was no other business.

14. PUBLIC APPENDIX - PHASE 1 IMPLEMENTATION

Members noted the Public Appendix - Phase 1 Implementation.

15. BEO ORGANISATION CHART

The Committee received a report of the Executive Director of Community and Children's Services in respect of the BEO Organisational Chart.

RESOLVED, that – the report was received and its contents were noted.

16. OUTSTANDING ACTIONS - SUPPLEMENTAL REPORT

Members noted the supplemental actions tracker.

The meeting ended at 8.38pm.

Chairman

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