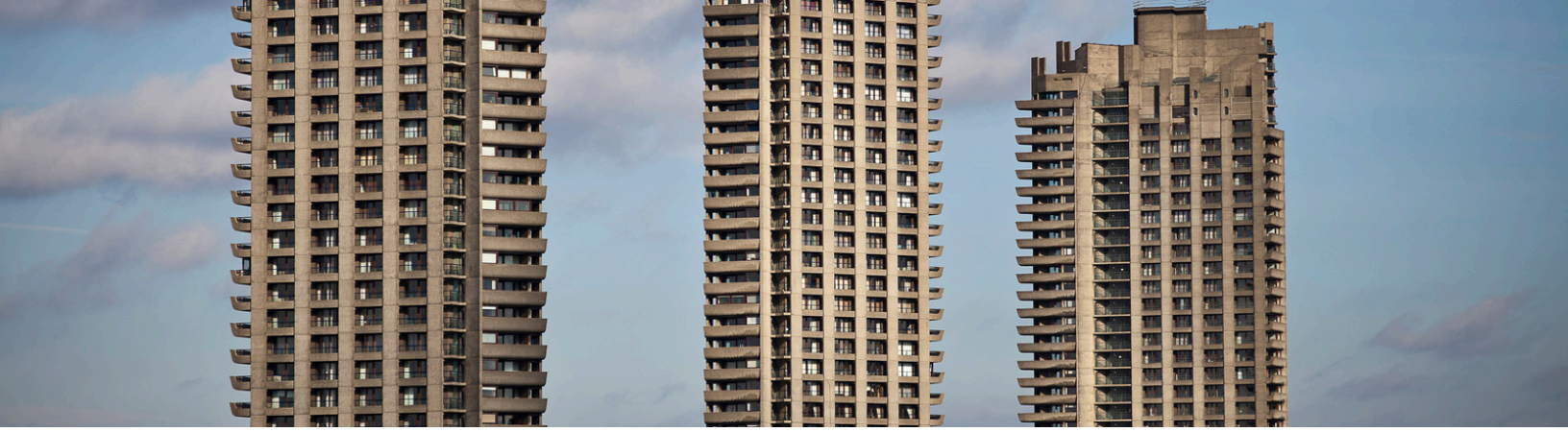
BARBICAN RESIDENT GUIDE



www.cityoflondon.gov.uk



WELCOME

The City of London is the Landlord and Freeholder of the Barbican Residential Estate. The Barbican Estate Office is a team, is a part of the Department of Community and Children's Services within the City of London, dedicated to the management of the Barbican Residential Estate on behalf of residents, leaseholders and the City of London.

The Barbican Estate Office (BEO) is located in Lauderdale Place.

The purpose of this Barbican Resident Guide is to be one convenient place for Estate guidelines, FAQs, contact information and more.

The BEO team have produced this guide to ensure that all residents have all the information they need to make the most out of living in the Barbican and to know who to contact for further help.

For Barbican Leaseholders, your lease is the definitive document describing what you can expect and your obligations. This document does not supersede or replace any statement in the lease.

We welcome feedback on this document, please send your comments to curtis.bannister-pond@cityoflondon.gov.uk



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BARBICAN ESTATE OFFICE TEAM

Daniel Sanders
Director of Property and Estate Management

Mia Blainey
PA to Director

Curtis Bannister-Pond
Head of Resident Services

Shruti Sonawane
Service Charge & Revenues Manager

Eoin Doyle
Head of Property Services

Jack Doherty
Area Estate Services Manager

Luke Barton
Joao Pereira
House Officers

Rebecca Bello
Commercial Officer

Iain Stanton
Revenues Collection Officer

Fazila Siddiqui
Jade Arnott
Leasehold Sales Officers

William Roberts
Graham Sheret
Project Managers

Dan Castle
Contracts Manager

Alex Smith
Property Services Administration

Rhys Iffland
Garchey Manager

Andy Shields
Sam Gough
Garchey Operators

Elkins
Repairs & Maintenance

Luise Alfonso
Hacene Cherif
Nicodeme Locko
Souheib Benfetouha
Estate Supervisors

Concierge Porters x 12
Parking Attendants x 28
Cleaning Team x 35

Reception Staff
Michael Bailey
Adenike Bello

Ray Sibson
Alan Pease
Jack Crane
Property Services Officer

This organisational chart is correct as of April 2026



BARBICAN ESTATE OFFICE TEAM



Daniel Sanders
Director of Property and Estate Management

✉ Dan.Sanders@cityoflondon.gov.uk

Dan is responsible for all aspects of the Barbican Residential Estate and its overall management.

Eoin Doyle
Head of Property Services

✉ Eoin.Doyle@cityoflondon.gov.uk

Eoin looks after the fabric of the estate, including waterproofing and repairs.





Curtis Bannister-Pond
Head of Resident Services

✉ Curtis.Bannister-Pond@cityoflondon.gov.uk

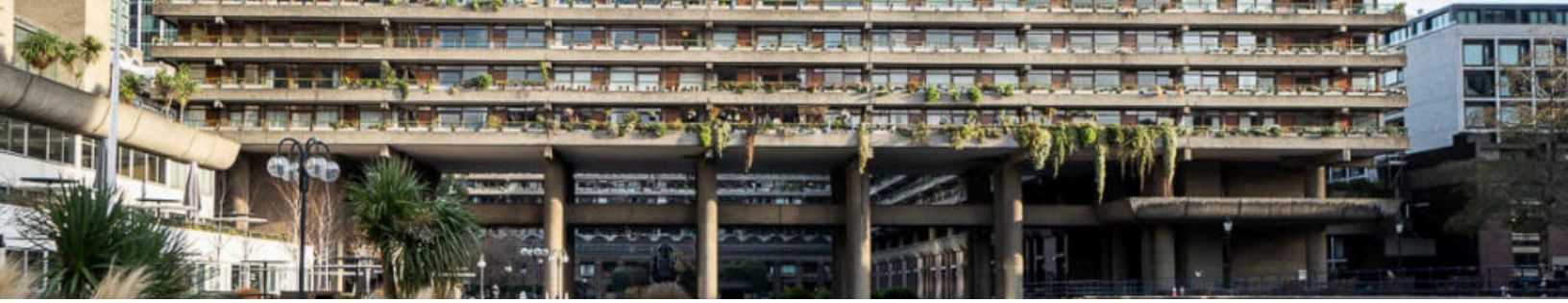
Curtis is lead on resident engagement and communication, as well as management of all Frontline Staff and Services.

Shruti Sonawane
Service Charge and Revenues Manager

✉ Shruti.Sonawane@cityoflondon.gov.uk

Shruti has oversight of all financial concerns of the Estate.





PROPERTY SERVICES

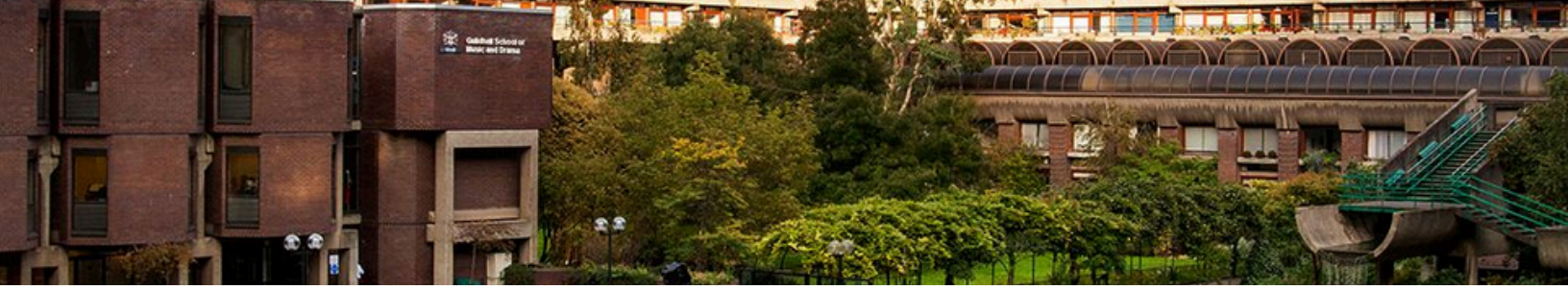
Eoin Doyle - Eoin.Doyle@cityoflondon.gov.uk

The Property Services Team covers all aspects of the estate's infrastructure, including mechanical, electrical and plant systems, repairs and planned 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 before any invoices are paid. The team also provides guidance and support to residents experiencing issues with communal water supply, or underfloor heating and investigating communal faults.

In addition to maintenance and operational responsibilities, the Property Services Team leads on major project works and capital 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 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.



RESIDENT SERVICES

Curtis Bannister-Pond - Curtis.Bannister-Pond@cityoflondon.gov.uk

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The Resident Services Team is dedicated to ensuring that every resident enjoys a positive living experience on the Barbican Estate and received a service that is value for money. 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, responding to resident concerns, and ensuring that matters raised are responded to and resolved efficiently. They also manage lease infringements, ensuring 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.

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



FINANCE SERVICES

Shruti Sonawane - Shruti.Sonawane@cityoflondon.gov.uk

The Finance Team is responsible for ensuring the financial stability and transparency of the Barbican Estate 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 invoicing, arrears management, and collections, ensuring that income is received on time to keep the estate operating smoothly.

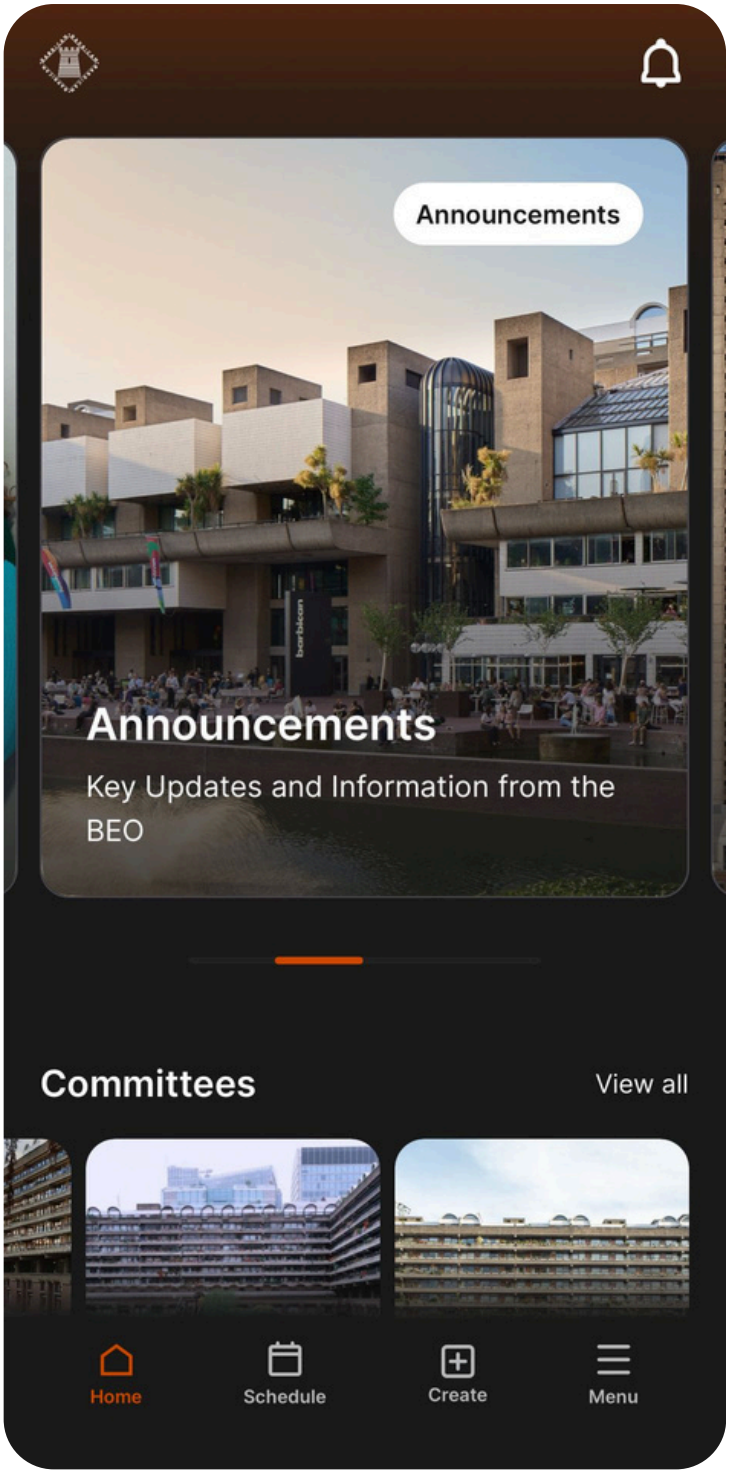
The team supports residents by responding to financial enquiries, providing clear explanations of service charge breakdowns, and assisting with payment plans or queries. They also handle leaseholder financial processes such as conveyancing, sales packs, and lease extensions, working closely with other 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.

BARBICAN APP

The Barbican App is now live!

The App is the preferred way to connect to the Barbican Estate Office and your neighbours. Whether you need to request a repair to your flat, report an issue within a communal area, or start a group with other Barbican residents.



Key features of the App include:

- Reporting and monitoring repairs.
- Resident Channels for communication.
- Communicate with the Barbican Estate Office.
- Resident Groups.
- Receive important announcements from the Barbican Estate Office.
- Receive notifications when parcels arrive.
- Access to key documents.
- Information on Resident Committees.

If you are new to the estate or have not yet opted in and would like to register for the app, please contact curtis.bannister-pond@cityoflondon.gov.uk

If you prefer not to use an app, you can still contact the Estate Office in person in Lauderdale Place, by calling
020 7029 3958, or by emailing the relevant department as outlined previously.



GOOD NEIGHBOUR GUIDE

The following guide is to help foster a peaceful and safe community for all residents to enjoy.

These guidelines are in place to help residents maintain a pleasant living environment and abide by the covenants of the lease.

Home Improvements

- Ensure that all noisy works, such as drilling, take place only between 10.00-16:00 (Monday - Friday) and please recommend that your contractors refrain from noisy work between 12:00-14:00.
- If you are doing any DIY or have contractors attending, we recommend informing your neighbours within your block of any possible disruption so they can make alternative arrangements if needed.
- All building work must comply with regulations and landlord consent (and other consents such as heritage and BSA) must be sought for any structural works. If unsure whether your works require landlord consent, please contact the Barbican Estate Office.
- If large items are being brought in via the lifts, lift curtains must be used which are available from your Car Park Attendant or Lobby Porter.
- It is advised to engage with the Barbican Salvage Store when completing renovation works so they can harvest any useful, iconic, Barbican Materials for those that want to keep their flats as close to original as possible. Please email them at barbicansalvage@gmail.com when carrying out works within your flat.

Balconies

- Please remember that your balcony is also a fire escape and there must always be a path across clear from trip hazards or obstacles that is wide enough for a wheelchair.
- You must not hang washing out on balconies, or hang any flags or any other extraneous items.
- If smoking on the balcony please ensure you are mindful of open windows on neighbouring apartment balconies, and ensure all cigarette ends are disposed of correctly.
- Be particularly conscious of any noise being generated on your balcony as this will travel far further than noise generated inside your apartment.
- BBQs on balconies are very dangerous and are strictly prohibited.
- No Fireworks or any similar paraphernalia should be used on balconies at any time.

General Estate Regulations

- Short Term Lets are not permitted. This means any tenancy shorter than 90 days.
- Pets are not permitted at the Barbican as per the lease.
- Excessive noise should not be generated, particularly between the hours of 23:00-07:00.
- Please refrain from using the Garchey between 23:00-07:00.
- Please avoid slamming doors and windows or generating noise that could be heard outside your home.
- Keep the estate clean and do not leave litter in any communal spaces.

Car Parks

There are car parking spaces available to rent within the car parks across the estate, as well as bicycle storage lockers and general storage units. To register your interest, please raise the relevant ticket on the app.

Please be aware that there is currently a waiting list for bike storage and general storage units.

Communal Spaces

- Please ensure that rubbish bags are left in rubbish cupboards for collection every Monday to Friday (and weekends for Tower blocks) morning before 08.15. Do not leave rubbish bags out in the corridors or lift lobbies at any time, particularly overnight or at weekends. If you need to dispose of rubbish at weekends or on Bank Holidays, please take it to your bin compound.
- Please do not leave unwanted bulky items in communal areas or lift lobbies. Instead call the cleaning department on 020 7606 3110 who will arrange for collection from approved collection points.
- When using communal spaces such as the lift lobbies, corridors, and walkways please remember that there are residents in surrounding buildings. Please keep noise levels to an acceptable level and ensure children are supervised at all times.
- No personal items are permitted to be in the communal corridors or lift lobbies, this includes, bicycles, push chairs, wheelchairs, electric scooters/bikes or any other item. Items may be removed without notice by Estate Management.

Communal Gardens

When using the communal gardens please remember that these are shared spaces and are **not to be used for any of the following purposes:**

- Parties or events
- BBQs
- Ball Games (unless in designated play areas).
- Conducting Tours or Talks
- Discharging Fireworks

Further regulations in the communal gardens include:

- Do not feed the wildlife.
- Rubbish to be placed within the bins or to be taken away with you.
- No Fishing in any area.
- No tents.
- No cooking.
- No amplified music or noise nuisance of any kind.
- No animals should be taken into the communal gardens, nor are visitors permitted to bring animals in to communal spaces unless these are registered service animals (i.e. Guide Dogs).

Estate Security

- Do not allow people into your block unless you know them to be an authorised resident or member of staff.
- Do not allow people to tailgate you through secure doors wherever possible, if unavoidable due to personal safety concerns, please report any tailgating to the BEO as soon as safe to do so.
- No staff or contractors will visit your flat without an appointment or without ID. If in doubt, call through to the Estate Office on 020 7606 3110.
- Report a loss of keys to the Estate Office.
- Ensure all doors close completely behind you, do not rely solely on door closers.
- Never wedge doors open.
- If you spot any suspicious behaviour, call through to the Estate Office or report to your Car Park Attendant or Lobby Porter.
- If you feel in danger at any time, call the police on 999, or on 101 if not urgent.

Staff & Contractors

City of London staff and contractors working on our behalf have a right to work in an environment free from abusive behaviour. The City of London will not tolerate abusive behaviour of any kind.
Should you have any issues you would like to raise please do so in a constructive manner to department managers for response. Details can be found above.

Complaints

Should you have a complaint about any service being delivered by the BEO, there are 2 options available. For small complaints that you would initially like to raise informally, these can be raised via the App, or by emailing the relevant department head of service. For larger or non-resolved complaints that you would life to raise formally, these should be emailed to the DCS Complaints team, who will assign an investigating manager and initiate Stage 1 of our formal complaints procedure.

DCS Complaints - Housing.Complaints@cityofLondon.gov.uk
Head of Property Services - Eoin.Doyle@cityoflondon.gov.uk
Head of Resident Services - Curtis.Bannister-Pond@cityoflondon.gov.uk
Head of Finance Services - Shruti.Sonawane@cityoflondon.gov.uk

Barbican Bulletin

A weekly bulletin is shared to keep residents updated on all things Barbican. Should this be of interest, please follow the link below to sign up to receive these.
Barbican Bulletin - Sign up here!

Please note that urgent and important information will be shared via the app and email to ensure you are aware of any vital information.

Building Safety Resident Engagement Strategy

The Barbican Estate Office has a Building Safety Resident Engagement Strategy available for every block, these are available in the documents section of the Barbican app.

City Living Resident Card

As a resident of the Barbican Estate you are entitled to a free resident card that will offer cardholders exclusive discounts and opportunities. For more information visit:
https://www.cityoflondon.gov.uk/services/residents/city-living-resident-card



FAQS

We have collated some of the most frequently asked questions we receive at the Barbican Estate Office and have provided answers here to give you the information you need immediately.

Q: When should my underfloor heating come on?

A: The underfloor heating system operates on a fairly complicated set of timings and parameters, the following is a simplified explanation to give a general understanding of how the background heating system works. The underfloor heating system will only come on once the outside temperature falls below 10 degrees Celsius. If outside temperatures are above this level, the heating will not come on. Furthermore, the heating will only come on during the hours below:
02:30-07:30
13:00-16:00
20:30-01:30
If the temperature does not drop to 10 degrees during the hours above, the heating will not come on. The standard heating period is between 1st Oct to 30th April.

Please note this is background heating. You may need supplementary heating in cold spells or during mild spells when the heating is not triggered. There are no individual controls within apartments to adjust heating levels (see link below and further FAQs in that article)

https://www.cityoflondon.gov.uk/services/barbican-estate/barbican-estate-resident-information-pack/barbican-estate-repairs-and-maintenance

Please note that this excludes Frobisher Crescent who operate on a different system.

Q: How do I request a repair, or report an issue, within my apartment?

A: Appropriate repairs should be reported via the Barbican App, to do this go to SERVICE REQUESTS > + ICON > Select 1. REPAIR REQUEST FORM. Alternatively you can press the CREATE button from the home page at the bottom of the screen.

Please note that the BEO will arrange repairs for communal services. The BEO will not arrange repairs to things like washing machines, dripping taps or lighting within the resident's flat. This is the responsibility of the Leaseholder to repair. If you are a tenant, please reach out to your managing agent or Leaseholder to request a repair.

Q: How do I report a maintenance issue on the estate?

A: Please report all maintenance issues on the Barbican App via the "Communal Maintenance issue" if this is within a communal area of the estate. This can be anything from lights out to lift breakdowns. By reporting repairs you help the BEO to respond as quickly as possible to maintenance issues.

Q: There is water ingress into my apartment, who do I call?

A: If you notice water coming into your apartment, this should be reported via the App under "Repair Request Form" or if this is an emergency by calling Barbican Repairs on 020 7029 3909.

Q: I want to carry out some works to my apartment, who should I contact?

A: Not all works will require Landlord (or other) consent, however, if in doubt, it is best to check with the Barbican Estate Office, prior to carrying out any works. This can be done via the Barbican App and raising a ticket under "Contact the BEO".

Q: How do I report a noise issue from a neighbouring flat?

A: Please report all noise issues via the Barbican App under “Communal or External Area Issue”.

Q: How do I report a noise issue from a nearby building site or commercial property?

A: Please see the link below for more information on reporting a noise issue within the square mile.

https://www.cityoflondon.gov.uk/services/environmental-health/noise-pollution/disturbed-by-noise-in-the-square-mile

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Q: How do I report an issue within a communal garden?

A: Should you spot someone breaching the usage guidelines of using the communal garden, these should be reported via the “Communal or External Area Issue” Service request on the Barbican App.

Q: How do I arrange removal of bulky waste?

A: Do not leave bulky items in communal corridors or lift lobbies. Please call the cleaning department on 020 7606 3110 who will confirm what is included as bulky waste and arrange for collection from one of our approved collection points.

Q: How do I report a cleaning issue on the estate?

A: Should you spot a cleaning issue, this should be reported via the “Housekeeping/ Cleaning Issue” Service request on the Barbican App.

Q: I need to contact the BEO but am unsure which category to raise my ticket under.

A: Please use the “Contact the BEO” option if you are unsure where to raise your ticket, a member of the team will ensure this gets assigned to the relevant team.

Q: When should I leave my rubbish in the cupboard for collection?

A: Please ensure that rubbish bags are left for collection every Monday to Friday (and weekends for Tower Blocks) morning before 08.15. Do not leave rubbish bags out in the corridors at any time. Rubbish bags are provided by the Cleaners.

If you need to dispose of rubbish at weekends or on Bank Holidays, please take it to your bin compound. Please note that bags should be kept within the lockers provided for collection.

Q: How do I report a Pest issue on the estate?

A: Please report all Pest Control issues via the "Communal or External Area Issue" section of the Barbican App. If there is a Pest Control issue within the confines of the apartment, and there is no connection to the communal area (such as moths or bed bugs) the resident should arrange for a private pest control company to attend.

Q: I have noticed an issue outside of the estate, who do I contact?

A: Reporting issues outside of the boundaries of the estate would depend on the issue that you are reporting. On the following page are some key external contacts that would be useful for reporting these types of issues.

Q: I do not want to use the App, who can I contact?

A: Issues can be reported to the relevant department head (contact details above) or by calling either the estate office on 020 7029 3958 or the repairs desk on 020 7029 3909. Alternatively you can speak with your Porter or Car Park Attendant for advice on how to report an issue.

Q: I need a contractor to carry out some works inside my apartment, who should I use?

A: On the Barbican App there is a list of resident recommended contractors. This can be found under Resident Information. This list is not endorsed by the BEO and there is no guarantee of workmanship. This list has been curated by residents and will be amended should we receive negative feedback on one of the contractors listed.

Q: Do we have insurance?

A: The City procure buildings insurance for the estate, however contents insurance needs to be arranged by the resident of the individual apartment. An important note is that buildings insurance does not cover floor coverings of the apartment, this would fall under contents insurance.

Q: Who are our Resident Representatives?

A: There are a variety of resident groups that represent the needs of residents across the estate. For a full list of Barbican Association (BA) officers, Barbican resident consultation committee officers (RCC) and House Group representatives. Please visit the Barbican Association website using the link below.

https://barbicanassociation.co.uk/about-the-barbican-association/whos-who/



ADDITIONAL CONTACTS

City Cleaning Team - DBECleansingSEOOfficers@int.cityoflondon.gov.uk
The City Cleaning team should be contacted for any cleaning issues that are not the responsibility of the BEO and are outside of the Barbican Estate, for example, the stairs leading down to the Barbican Tube Station would be within their remit.

StreetLink
Should you notice a rough sleeper on the estate, please report this to the StreetLink team using the following link: StreetLink - Connecting People Sleeping Rough to Local Services The StreetLink team will be able to offer assistance and further support.

Anti-Social Behaviour
Any issue of anti-social behaviour should be reported to the City of London Police via the following link: Report ASB | City of London Police if the issue is an emergency please ensure you call 999.

DCS Complaints Department
Should you need to raise a formal complaint. Please email Housing.complaints@cityoflondon.gov.uk. An investigating manager will be assigned to your complaint and the formal complaints process will be started.



USEFUL LINKS

We have included some useful links below for those requiring further information not included in this guide.

Resident Information Pack
https://www.cityoflondon.gov.uk/services/barbican-estate/barbican-estate-resident-information-pack

Reporting a Noise Issue within the Square Mile
https://www.cityoflondon.gov.uk/services/environmental-health/noise-pollution/disturbed-by-noise-in-the-square-mile

Underfloor Heating Information
https://www.cityoflondon.gov.uk/services/barbican-estate/barbican-estate-resident-information-pack/barbican-estate-repairs-and-maintenance

City of London Website - Barbican Estate
https://www.cityoflondon.gov.uk/services/barbican-estate

Service Charge Information and Statements
https://www.cityoflondon.gov.uk/services/barbican-estate/barbican-estate-resident-information-pack/barbican-estate-service-charges

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