Outstanding and Completed Action Points

No	Date Raised	Action	Responsibility	Original Due Date	Current Due Date	Progress
2022/01	Nov 22	**Lambert Jones Roof:** Leaseholders met with AD in December 24 and contracts manager is currently working with the incoming waterproofing contractor (Elkins) to establish a plan.	D Sanders E Doyle **via MWPB**	01-Apr-2025	01-Jun-2026	Apr -25 Now Elkins have been onboarded the HOPS will be undertaking this review as a priority. Nov-25 Several drainage works have taken place over the past couple of months at LJM and whilst the issues are not all fully resolved progress is being made to ensure the systems are unblocked and functioning. To be completed by June 2026. April 26 - the plan has been established via the PPM program and therefore this action is proposed closed.
2023/02	04/09/2023 (Minute 9)	**Barbican Estate Redecoration Programme 2020-25:** It was noted at the SLWP there was still some work to be done and the action was for Dan Castle and Dan Sanders to pro-actively reach out to all chairs and create a final snagging document to be presented to committee in May 2025.	D Sanders D Castle **via SLWP**	31-May-2025	30-Nov-2025	Apr -25 Dan, Dan and Eion have made good progress with Willoughby House with a written and established plan. There have also been further progression on Gilbert House, we acknowledge a more holistic review to capture all outstanding actions still needs to take place post contract as well as a review of project management funding. Sep-25 Dan, Dan and Eoin are reviewing the final account and retention arrangements. Issues are still noted at Willoughby, Speed, Gilbert and Bunyan. We are also due to bring a report to November Committee on the S&M costs for the project. Nov-25 The "wash up" finance report has now been prepared, it has not been scrutinised enough to bring to this RCC/BRC but will be in time for February 2026. Jan-26: The "wash up" finance report has now been prepared, it has not been scrutinised enough to bring to this RCC/BRC but will be in time for April 26. The interim report is coming to the April 26 RCC/BRC and the close out report is due in the June meetings. As this is captured, the action is proposed closed.
2023/03	04/09/2023 (Minute 10)	**Barbican Estate Major Works Five-Year Asset Management Programme:** The new Head of Property Services alongside the contracts manager have been tasked with producing a 25- year capital expenditure plan which will have a detailed focus on the next 5 years and a longer term assessment of the remainder. We are working with the MWPB to deliver this in Summer 25. It will enable better planning for the BEO and it will be published to support leaseholders personal financial planning.	D Sanders E Doyle **via MWPB**	01-Sep-2025	30-Nov-2025	Apr -25 In progress Aug 25 - in progress and first draft presented to MWPB for 5 year plan. The RCC/BRC will receive a copy of the report in November committee packs. Nov-25 The plan is within the agenda pack for this meeting (Nov-25) Jan-26: The resident facing versions will be prepared for the April 26: The CapEx plans is within the agenda pack for April and therefore we propose the action is closed.

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2024/04	25/04/2024 (Minute 13)	**Antisocial Behaviour on the Barbican Estate:** The Executive Director agreed to investigate whether the policy for HRA properties could be applied to the Barbican Estate.	D Sanders	28-Apr-2025	01-Apr-2026	Apr -25 The Assistant Director, Barbican advised the Committee that the Anti-Social Behaviour Report and Asbestos Report shall be submitted to the RCC in Q3, April 2025. Aug-25 The Committee that the Anti-Social Behaviour Report shall be submitted to the RCC in Q4, 2025. Nov-25 This work had been postponed due to the ongoing reactive repairs situation. It is still vitally important and will be picked up by the new Head of Resident Services supported by the Director. Jan-26: The deadline for the anti-social behaviour policy was deferred to 2nd quarter of 2026. April 26 - the HRA policy is not appropriate to be directly applied to the Barbican Estate and therefore the BEO will continue to review a dedicated ASB strategy but this specific action can be closed.
2024/05	25/11/2024 (Minute 3)	**Barbican App:** The status of the Barbican App to be included in the action tracker also and further details regarding the number of residents on the mailing list to be incorporated	D Sanders	28-Apr-2025	30-Nov-2025	Apr -25 We have delayed the launch of our Barbican App due to resource constraints impacting the project. We are now strategically timing the launch with the issuing of our new communication strategy. We anticipate this will be within the next 6-8 weeks. Aug-25 - a large part of the app function was around the ability to report and track repairs. As the way we deal with repairs is about to fundamentally change the launch of the app has been subsequently delayed. Nov-25: The Head of resident services has picked up conversations with the app provider and internal teams over the past few weeks, we are shortly going to commit to a new launch date following successful conversations. 3/11/25: Minutes "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." Jan-26: We are piloting in TMH at the end of January with a view to roll out estate wide late fFb/early march (see director report for detail). Apr 26 - The App is launching on 20th April 2026 and we have communicated on when and how residents can sign up, this action is proposed closed.

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2024/07	02/09/2024 (Minute 13)	**Asbestos:** The Assistant Director confirmed that a full report would be brought to Committee at a future meeting detailing costs and who was liable for them and how this project affected other ongoing projects on the Barbican Estate most particularly the fire door replacements programme and meter installations.	D Sanders **via MWPB**	01-Jan-2025	30-Nov-2025	Apr -25 Following on from the issues reported in Sep 2024 the BEO are reviewing, under urgency, what works need to be done and the associated timeframes of the same. Aug-25: Following on from the issues reported in Sep 2024 the BEO are reviewing, under urgency, what works need to be done and the associated timeframes of the same. Nov-25: Please see project tracker. Apr-26: This action related specifically to a previous report that identified £2million of asbestos works which we have since assessed in detail and is no required following our Asbestos management plan, we propose this action is closed but a new action is opened specifically to track progress on smart meter upgrades across the Estate.
2024/08	25/11/2024 (Minute 4)	**Repair Invoices:** Asked if leaseholders would receive an invoice for any repairs undertaken and the Assistant Director would review if this was possible to ensure positive collaboration with leaseholders continued.	D Sanders **via RepCom**	01-Jan-2025	30-Nov-2025	Apr -25 The Committee were advised that work was being undertaken with a new contractor and report on how this would work in practice was expected to be brought to Committee at a later date. Report within agenda pack for this meeting. Aug-25 - again following the withdrawal of Chigwell the way we collate and present this information will fundamentally change. In the meantime if members have specific invoice queries they can make an Ad-Hoc request. Nov -25 - again following the withdrawal of Chigwell the way we collate and present this information will fundamentally change. In the meantime if members have specific invoice queries they can make an Ad-Hoc request. Jan-26: All repairs reports are now up to date and issued to House Group Chairs. 26/1/26: Minutes "The Chair of the SLAWP noted the action on repair invoices (action 8) that remained outstanding. The action questioned whether leaseholders would receive an invoice for any repairs undertaken. The Director agreed to check and bring a response to the next Committee meeting." Apr-26 - This is still being reviewed in terms of practicality.

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2024/10	25/11/2024 (Minute 7)	**Purchase Power Agreement:** The Member asked if credit(s) attributed to non-residential blocks were used to offset estate expenditure and officers agreed to investigate further and provide clarity to Members on which switch rooms had been credited.	D Sanders **via RepCom**	01-Apr-2025	30-Nov-2025	Apr -25 The Purchase Power Agreement (PPA) non-consumer blocks were still being assessed. Aug-25: This is still being reviewed. Nov-25 The Purchase Power Agreement (PPA) non-consumer blocks were still being assessed. This is still being reviewed.Apr-26 Director can confirm non block related credits offset their origin power supply (if it supplies the car park it is credited to the car park). Proposed closed.
2024/12	25/11/2024 (Minute 16)	**Apportionment Review:** Officers confirmed that an apportionment review shall be incorporated, and its findings shall be reported back to the Committee.	D Sanders **via SCWP**	01-Dec-2025	02-Dec-2025	Apr-25 The Apportionment Review of Service Charges would be undertaken in consultation with the Service Charge Working Party Nov-25: Commitment is noted in the Property Director Report within this agenda pack Apr-26 - a scope document has been produced and will be discussed at the next SCWP.
2025/13	03/02/2025 (Minute 5)	**Repair Orders:** A Member noted that the report on repairs orders showed that there were five houses in one quarter which had significantly more orders than the rest. The Assistant Director agreed to follow up outside of the meeting but recognised that there were various reasons why certain blocks may have disproportionate orders.	D Sanders **via SLAWP**	01-Aug-2025	30-Nov-2025	Apr -25 Review to take place with SLWP prior to August RCC/BRC. Nov-25: All repairs data has now been shared with House Chairs and SLWP. Apr - 26 - These have been reviewed in detail and no abnormal expenditure has been identified. Proposed Closed.

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2025/22	28/04/2025 (Minute 7)	**Repairs & Maintenance Update:** Members felt that it would be more helpful for the following areas to be mentioned explicitly in the principles committed to by the BEO, by which the current repairs and maintenance contract would be managed: • ensuring there was no charge for duplicate repairs • ensuring that the repairs process was compliant with statutory obligations, including Section 20 consultation requirements • ensuring there were no charges to leaseholders which should rightfully be the Landlord's Members also suggested that there should be clarification at the outset of any works as to whether the costs would be included in the service charge or not. Officers agreed to expand the list and also undertook to update the reference to carrying out works in a 'timely manner' so that this provided more precise information on timings.	D Sanders **Via RepCom**	01-Sep-2025	30-Nov-2025	Aug -25 These will be published to leaseholder with amendments in October 25. Nov-25: Paper within agenda pack. 3/11/25: Minutes "The Director agreed to ensure that the Repairs and Maintenance principles (action 22) were updated and publicised to leaseholders." Jan-26: Update within agenda pack Apr-26: These have been included in the repairs policy report and this action is proposed closed.
2025/23	28/04/2025 (Minute 9)	**Tower Lifts Projects:** Members noted that the project had repeated a previous exercise (and had come to similar conclusions). Officers advised that they felt the review had been necessary, but would discuss the areas of duplication with the Resident Steering Group. Officers, in reply to a question on whether they had appropriate data to provide details of breakdowns and the costs of their repair, undertook to bring a cost benefit analysis to the Committee in due course. Officers agreed to amend the Terms of Reference of the Barbican Towers Lift Project Resident Steering Group to include a member of the Major Works Programme Board.	D Sanders **via MWPB**			Nov-25: Will Roberts has taken ownership and held meetings with the working group alongside Eoin Doyle and things are progressing well. The tender docs for consultants are being drawn up. Apr-26: we have reviewed the work originally done by Butler and Young and it was a lot less extensive and expensive as the complete review ILECS did. As such we do not believe there is duplication or excessive costs to leaseholders - proposed closed.
2025/24	28/04/2025 (Minute 9)	**Lifts Projects:** A report on the terrace lifts would be brought to the Committee in September, incorporating the lessons learnt from the tower lift project. At the request of some Members, officers agreed to circulate the consultant's reports on the individual lifts to the House Group Chairs for dissemination as they see fit.	D Sanders **via MWPB**			Aug- 25 paper within agenda pack. Nov-25: Propose Closed as reports have been issued. Apr-26: these were issued to House Chairs in 2025 and the action is propsoed closed.

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2025/29	02/09/2024 (Minute 6)	**Fire Doors:** There was some confusion as to which doors were going to be replaced with the Assistant Director confirming that it was both the doors and the units surrounding the doors which shall be replaced. However, the Assistant Director was unsure whether the windows beside the Fire Doors situated in Andrews House and similar blocks would be replaced and agreed to investigate and provide an update at the next meeting. The Assistant Director agreed to liaise with the Project Manager to identify which doors shall be self-closing since a Member highlighted a potential security risk.	D Sanders **via MWPB**		03-Nov-2025	Nov-25: See Project Tracker.Apr-26: The Fire door project for the towers will only include the doors not the removal of asbestos in the adjacent cupboards as it is not a requirement under the BSA. This will be assessed for every block as they progress to ensure it is safe and appropriate for each individual block. Proposed closed.
2025/30	3/11/25 (Minute 6)	**Gap Analysis Report:** The Director agreed to provide a gap analysis report in respect of the Reporting Committee agenda plan after the end of the year	D Sanders **Via RepCom**			Jan-26: The SCWP happened on the 13th January and was positive. The report for the 26/27 budget is in this committee pack and provides a much more granular breakdown than previous years. 26/1: Minutes "the Director reminded the Committee that he had committed to producing a gap analysis between the agenda plan and the actual Reporting Committee discussions. He would provide this to the April 2026 Committee meeting, together with the future agenda planning." Apr-26: Owing to other commitments this has not been delivered at the April 26 meeting but will be picked up for the June meeting.
2025/31	3/11/25 (Minute 8)	**2024/25 Barbican Estate Service Charges Actuals:** The figures would be circulated to leaseholders after they had been approved by the Barbican Residential Committee.	D Sanders			Apr-26: This was actioned and is now proposed closed.
2025/32	3/11/25 (Minute 8)	**Window Cleaning:** 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.	D Sanders **Via RepCom**			Apr-26: The explanatory report has not been prepared for the April meeting, this action will remain open and the update provided in June 26.
2025/33	3/11/25 (Minute 8)	**Meter Readings:** 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.	D Sanders **Via RepCom**			Apr-26 - There is a charge of £1 per meter read that is billed back to the block service charges. Proposed closed.

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2025/34	3/11/25 (Minute 10)	**Service Charge Audit:** The Director would advise when the annual audit of service charges became a statutory requirement	D Sanders			26/1: Minutes "A Member noted his previous request concerning the statutory obligation to conduct audits. The Director advised he had no further update but would follow this up and provide an email response outside of the meeting." Apr-26: We have scoped the terms of reference for an audit and issued expressions of interest to various firms and are awaiting feedback.
2025/35	3/11/25 (Minute 11b)	**House Inspections:** The Director advised that a schedule of inspections would be prepared and circulated to the House Chairs for review.	D Sanders **Via RepCom**			Apr-26 - This has been provided and the action is proposed closed.
2025/36	3/11/25 (Minute 11b)	**Organisational Chart:** 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.	D Sanders **Via RepCom**			Apr-26 - This is reflected in the new organisational chart within the pack - at the next SCWP we will provide costings and then propose action closed.
2026/01	26/01/26 (Minute 7)	**Planned Preventative Maintenance (PPM) Schedule :** Members welcomed the PPM Schedule, but noted that some maintenance was described as “ad-hoc”. The Director advised that, once the relevant procurements had been completed, there would be a named responsibility for each PPM requirement. The report had been updated since its preparation and would be circulated to Members in February 2026	D Sanders **Via RepCom**			Apr-26 - We are making amendments to also include where services are coming in-house and will provide a final version in the Summer meeting for publication to all leaseholders.
2026/02	26/01/26 (Minute 7)	**Tenants of the City of London:** The Chair noted that the schedule of PPM requirements highlighted whether they related to residential blocks, car parks or the BEO. She requested that requirements that related solely to tenants of the City of London be similarly differentiated in the PPM Schedule and other documents, as appropriate.	D Sanders **Via RepCom**			Apr-26 - We are making amendments to also include where services are coming in-house and will provide a final version in the Summer meeting for publication to all leaseholders.
2026/03	26/01/26 (Minute 7)	**Compliance Report:** The Chair was pleased to see that forward actions had been included in the Compliance Report and asked the Director to provide timeframes for these to enable expectations regarding progress to be understood.	D Sanders **Via RepCom**			Apr-26 - these will be incorporated in the compliance report that comes in June 26 and then proposed closed.
2026/04	26/01/26 (Minute 7)	**Project Criteria:** A Member asked for the criteria used when designating work to be undertaken as a project (and its inclusion in the project tracker).	D Sanders **Via MWPB**			Apr-26 - The MWPB is currently coming up with criteria for a "project" is. We will bring back to RCC for review and BRC for approval once we have a rationale.
2026/05	26/01/26 (Minute 7)	**Glossary:** the Director agreed to ensure that a glossary was included in future.	D Sanders			Apr-26 - these will be incorporated in the compliance report that comes in June 26 and then proposed closed.