BARBICAN RESIDENTIAL COMMITTEE
Wednesday, 22 July 2026

Minutes of the meeting of the Barbican Residential Committee held at Committee Rooms, 2nd Floor, West Wing, Guildhall on Wednesday, 22 July 2026 at 1.45 pm

Present

Members:
Deputy Anne Corbett (Chair)
Deputy Ceri Wilkins (Deputy Chair)
Deputy Helen Fentimen OBE JP (Ex-Officio Member)
Dawn Frampton
Mercy Haggerty
Adam Hogg
Sandra Jenner
Tim McNally
Jacqui Webster

Officers:

Curtis Bannister-Pond	-	Community & Children's Services Department
Daniel Castle	-	Community & Children's Services Department
Kirpal Kaur	-	Community & Children's Services Department
Will Roberts	-	Community & Children's Services Department
Daniel Sanders	-	Director of Property & Estates – Barbican, Community & Children's Services Department
Isaac Thomas	-	Town Clerk's Department

In attendance:
Jo Boait
Alderman Christopher Makin

1. **APOLOGIES**
   Apologies for absence were received from Mark Wheatley and Steve Goodman OBE.
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
   There were no declarations.
3. **MINUTES**
   There were no comments on the minutes of the last meeting.

   RESOLVED – That the public minutes and non-public summary of the meeting held on 11 May 2026 be approved as a correct record.

4. **MINUTES OF THE BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE**
   The Committee received the minutes of the Barbican Estate Residents Consultative Committee (RCC) held on 29 June 2026 and an update from its Chair, Jo Boait.

The RCC Chair reported that the RCC was supportive of the requests for delegated authority for the tower lift consultant and the terrace block Lift Electrical Repair Framework. Resident participation in the tower lift tender evaluation had been positive. The proposed electrical repair framework offered an opportunity to accelerate improvements to lift reliability, with the consultant to assist with programming, cost estimates and resident engagement, informed by condition and performance data from the new lift monitoring systems.

The RCC had sought assurance that the Barbican app and other estate systems could provide a reliable source of performance information and resident feedback. Improvements were anticipated following the transition to in-house repairs in September, with progress monitored by the Reporting Committee. Officers would develop block-level reporting and coordinate major works with significant planned preventative maintenance to help manage costs and disruption.

The initial phase of the governance review involved an independent assessment of terms of reference and associated documents against the relevant legislation, before stakeholder engagement. The RCC Chair reported concerns about the pace and visibility of this work and looked forward to the engagement phase. RCC Members sought greater resident involvement.

The RCC had discussed wet riser defects and potential remedial costs. It welcomed prompt engagement with London Fire Brigade and the confirmation that the buildings' fire safety strategy remained unchanged. Specialist advice would inform the long-term solution. Officers had also agreed to develop criteria for appointing consultants and consider how consultancy costs could be highlighted in reporting.

The RCC had expressed concern about the implications of previous non-enforcement of wooden flooring restrictions. Officers had advised that a protocol was being developed to address future cases. Recruitment of three senior project managers was welcomed.

In considering the compliance report, the RCC had queried the 100% wet riser score and been advised that this related to inspections undertaken before the subsequent problem arose. Playground inspections would also be included in future compliance reports.

The RCC Chair advised that the action tracker required updating, including omitted actions.

It was also reported that, following concerns about heating during the cold period in May, the Climate and Zero Carbon Working Party had been asked to explore a formal protocol to replace discretionary decisions about operating the heating during fringe months.

RESOLVED – That the minutes and update be received.

5. **GATEWAY 2 – STRATEGIC OPTIONS APPRAISAL – BARBICAN ESTATE TOWER LIFT REFURBISHMENT**

The Committee considered a report of the Executive Director, Community and Children's Services seeking approval to progress the Barbican Estate Tower Lift Refurbishment project through a strategic options appraisal and up to detailed design development. This item was considered alongside item 6.

Officers confirmed that commercial submissions indicated that the consultant appointment would be within budget, with evaluations being finalised alongside resident and procurement representatives. Appointment was anticipated within three to four weeks. The Committee noted that delegated authority would avoid delay until the next meeting in November and maintain the programme for works to commence in the latter part of 2027.

In response to a question about retaining knowledge obtained from consultants, officers confirmed that specifications and tender documentation were retained by the Barbican Estate Office in a SharePoint repository. As the in-house team expanded, some reliance on consultants would reduce, although specialist expertise would continue to be required. Officers undertook to provide a note explaining how consultants' information would be stored and retained to avoid duplication of previous exercises. The Chair emphasised the importance of retaining institutional knowledge through staffing changes and suggested that artificial intelligence could assist with capturing this information.

Members welcomed progress with the project, whilst noting the time elapsed since earlier consultancy work.

RESOLVED – That:

1. The previous approval to progress the project under the superseded Gateway Procedures, with a design-stage budget of £438,000 to reach Gateway 3, be noted;

2. The procurement position for the lift consultant and the need to maintain momentum in view of lift condition and reliability issues be noted; and

3. Progression to detailed design development and a revised Gateway 2 budget of £317,512.50, comprising consultancy fees, staff costs and risk contingency up to completion of the detailed options appraisal, be approved.

6. **REQUEST FOR DELEGATED AUTHORITY - BARBICAN ESTATE - TOWER LIFTS REFURBISHMENT**

The Committee considered a report of the Executive Director, Community and Children's Services requesting delegated authority in relation to the tender exercise for the tower lift consultant.

This item was considered in conjunction with item 5, under which the discussion is recorded. Following approval of item 5, delegated authority to appoint a Lift Consultant upon conclusion of the tender process was approved.

RESOLVED – That:

1. The approval given on 15 September 2025 to progress the project to Gateway 3 under the previous project procedure, with a budget of £438,000, be noted;

2. The preparation of an updated Gateway 2 approval form covering costs up to detailed design be noted;

3. Delegated authority be granted to the Barbican Estate Office to appoint the lift consultant following the tender exercise, subject to fees remaining within the approved revised Gateway 2 budget; and

4. The inclusion of a resident member of the Tower Lift Group on the tender review and moderation panel be noted.

7. **REQUEST FOR DELEGATED AUTHORITY - BARBICAN ESTATE - LIFT ELECTRICAL REPAIR FRAMEWORK**

The Committee considered a report of the Executive Director, Community and Children's Services requesting delegated authority for the Lift Electrical Repair Framework.

Officers explained that the mechanical components of the terrace block lifts generally remained serviceable, with 94% of lift issues across the Estate relating to electrical components. Prioritising electrical repairs would address reliability whilst allowing mechanical and aesthetic refurbishment to be phased separately, helping to smooth expenditure for leaseholders. Officers advised that the proposed electrical works would not require Building Safety Regulator approval, avoiding the associated lead time.

Members noted that the programme covered 71 lifts at an indicative cost of almost £3 million. Delegated authority would avoid delaying consultant appointment until November, with resident participation in tender evaluation and procurement and officer agreement within the consultancy budget.

In response to questions about lifespan, officers advised that the replacement electrical infrastructure was expected to last 25–30 years, subject to the final specification. This did not guarantee the remaining lifespan of the lifts as a whole, as mechanical components could still fail. The phasing would be coordinated with the wider capital programme.

Members sought assurance that rising temperatures and overheating risks were being considered. Officers confirmed that these matters formed part of the consultant's scope and that Climate Action colleagues were also involved. Motor room locations and listed building constraints presented challenges, although modern equipment could be less susceptible to overheating. Potential cooling measures would be assessed against cost and outage risks, with any decision required brought back to the Committee with the respective advantages and disadvantages.

RESOLVED – That:

1. The background and lift performance information reported to the Major Works Programme Board on 11 February 2026 be noted;

2. Delegated authority be granted to the Barbican Estate Office to appoint a lift consultant and contractor following completion of the tender process; and

3. An update be provided to the next RCC and Barbican Residential Committee meetings, with interim reporting to the Major Works Programme Board.

8. **REPORT OF DIRECTOR OF PROPERTY AND ESTATE MANAGEMENT**

The Committee received a report of the Executive Director, Community and Children's Services providing an update on property and estate management.

Barbican app and repairs:

Officers reported that more than 1,500 residents had registered for the Barbican app. Difficulties with repair tickets and closing jobs reflected the transition to in-house repairs rather than failure of the app.

Officers explained that users received notifications as requests progressed through acknowledgement, pending, in-progress and completion stages. Work was underway with the provider to add dates to notifications and address difficulties reopening jobs that residents considered incomplete or unsatisfactory. Duplicate reporting had reduced since launch.

Members sought clearer response standards and reporting against them, consistent with the approach sought for social housing. Officers advised that unrelated repairs should be submitted separately, as each required an individual job number and could involve different crews. They agreed to improve guidance for residents. Quarterly reporting was being developed for the Reporting Committee, RCC and BRC, covering requests received, completion times, outstanding jobs and the subjects of announcements.

In-house repairs:

The Reporting Committee had received a presentation on the Civica system. All vacancies were advertised on the City Corporation website and LinkedIn, and TUPE consultation was underway for employees transferring from Elkins.

Governance review:

Officers acknowledged delays. Charles Russell Speechlys and Inside the Box had received factual documents, including leases and committee terms of reference, before speaking to stakeholders, to establish an independent legal basis for the review.

Officers confirmed that all stakeholders within scope, including the BRC, RCC, Barbican Association and individual house groups, would be consulted, alongside wider opportunities for leaseholders to participate independently. The Chair clarified that this wider consultation concerned leaseholders rather than

residents generally.

Car park review:
Officers advised that the scope and Arup proposal had been circulated to RCC Members within 48 hours of its meeting. The review covered opportunities for residents and commercial use of underutilised space, alongside police storage proposals at Bunyan Court. Engagement included the Barbican and Golden Lane Neighbourhood Forum and cycle representatives. Addressing the car park deficit and reducing pressure on all contributors were confirmed as key objectives.

The final report was expected in approximately four weeks, with officers coordinating subsequent governance and any surplus declaration with relevant colleagues. Benchmarking would include other local car parks, whilst discussions with Environment colleagues addressed City Corporation charging arrangements and the interaction between the different portfolios. Officers explained that Barbican parking charges reflected an apportioned annual operational budget rather than a parking income model.

A Member emphasised that decisions on commercialisation should be informed by the wider City of London Corporation car parking position. Officers undertook to circulate the financial information supplied to Arup, showing income, operational costs and their allocation between leaseholders, parking users and the City Corporation. They would also arrange Arup's meeting with the bike user group.

Climate action and communal heating:
Officers reported a positive working party discussion of Ambue's interim findings. The winter report was expected at the next BRC meeting in November, with a separate summer overheating report to follow. The study would model potential measures across different buildings and orientations, assessing costs and impacts alongside the capital expenditure programme. Options could be discussed following the winter report, but implementation would await the summer assessment to avoid creating overheating problems.

Officers would develop temperature-based parameters with the working party for operating communal heating during fringe months, replacing individual discretion. Proposals would be subject to wider leaseholder consultation and consideration by RCC and BRC before implementation. Members emphasised that consultation should explain the differing effects across the Estate and the financial implications.

Staffing and expert witness report:
Interviews for the Director's personal assistant and three senior project management posts were scheduled for the following week. Repairs service vacancies were also live. Officers expected to receive the final expert witness report shortly.

RESOLVED – That the report be noted.

9. **REPORT OF THE REPORTING COMMITTEE**

The Committee received a report of the Executive Director, Community and Children's Services on the work of the Reporting Committee and the development of its Annual Agenda Plan and Policy Framework for 2026/27.

Officers explained that a suite of policies covering health and safety, service charge finance, governance, engagement, security, anti-social behaviour and community standards would build on the approved Repairs and Maintenance Policy over the following 12–18 months. This would address findings of the Altair report and provide agreed service standards and accountability to leaseholders and the Committee as representatives of the landlord and freeholder.

Officers clarified that the plan used financial year quarters and that Reporting Committee consideration would precede RCC review and BRC approval. Members emphasised that this sequence should not create undue delays in assurance and requested specific dates rather than quarterly references. Officers agreed to review the timetable and provide dates by September.

Officers clarified the Reporting Committee's meeting frequency and advised that a meeting had been postponed to prioritise the wet riser incident. During this item, the Committee returned to the wet riser and flooring matters contained in the Director's report.

<u>Wet risers:</u>
Officers advised that the wet risers had been taken out of service following scheduled maintenance. London Fire Brigade had been notified immediately and had attended site. Interim arrangements provided for specialist appliances capable of supplying the towers through the existing infrastructure. Officers confirmed that the buildings' fire safety strategy remained unchanged and advised that no increase in risk to residents had been identified. Contractors and consultants would verify the remedial requirements and costs, followed by engagement with the towers and the Committee.

In response to a specific question, officers confirmed that statutory and regulatory responsibilities and the duty of care had been addressed, and that the Building Safety Regulator had also been notified.

<u>Wooden flooring and noise nuisance:</u>
Officers explained that legal advice indicated that historic non-enforcement and the prevalence of wooden flooring made enforcement solely on that basis unlikely to succeed. Demonstrable noise nuisance could, however, support enforcement requiring appropriate soundproofing or removal of flooring.

Officers were developing an evidence-based protocol with specialist noise consultants and monitoring equipment. A strategy addressing noise nuisance, rather than wooden flooring alone, was intended to return to RCC and BRC for review and approval, with BRC consideration anticipated at its next meeting in November. The Chair acknowledged the impact on affected residents and emphasised the need for a careful, methodical approach to establishing the

level of disturbance.

RESOLVED – That the report be noted.

10. **MAJOR WORKS PROGRAMME BOARD**
The Committee received a report of the Executive Director, Community and Children's Services on the Major Works Programme Board. Lift projects had been discussed under items 5–7.

Members discussed the indicative £261 million programme over 30 years and leaseholder affordability. Further assessments would inform phasing and smooth costs where possible. The November update was expected to distinguish City Corporation commitments, including fire doors, from potential leaseholder liabilities, informed by the expert witness report.

Officers undertook to discuss consistency of responsibilities and public communications with housing colleagues and circulate the conveyancing note to Members.

RESOLVED – That the report be noted.

11. **OUTSTANDING ACTIONS**
The Committee received a joint report of the Town Clerk and the Executive Director, Community and Children's Services on outstanding public actions.

Officers clarified that closure required BRC approval and concerned specific tasks, not wider projects. The proposed closures were unchallenged.

Officers and the RCC Chair would review the tracker to provide a single source of delivery dates for actions and related policy work.

RESOLVED – That the report be noted and the closure of the actions identified by officers be agreed.

12. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
There were no questions.

13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
<u>Building safety and sprinklers:</u>
A Member sought clarification about sprinkler requirements in the three towers. Officers referred to a previous closure report and advised that the assessed risk profile, London Fire Brigade advice and discussions with the Building Safety Regulator had indicated that sprinklers were not required. Officers reported that all three towers had received Building Assessment Certificates.

<u>Anti-social behaviour and crime:</u>
Members requested a ward meeting involving Members, estate officers, local police and outreach teams, together with clear resident communications explaining action taken and how incidents should be reported. Officers agreed

to support arrangements for a meeting and prepare communications with City of London Police, including through the residents' bulletin. A further meeting with the Barbican Association would support consistent reporting advice.

Officers outlined discussions with the Barbican Centre about shared roaming security patrols, including frequency, branding and costs. A proposal was hoped to be brought forward at the next BRC meeting in November. These remained developing arrangements rather than an agreed service.

A Member relayed an update from the Crime and Disorder Scrutiny Committee that senior police officers had reviewed the response, neighbourhood policing activity was being overseen and an arrest had been made.

Members emphasised accurate terminology and clear reporting routes, particularly where conduct constituted a crime or required an emergency police response. The Chair reiterated support for affected residents and the importance of clear bulletin advice.

Play area and resident engagement:
Officers outlined four concerns raised about the Thomas More playground and associated sports area. Within 48 hours of receiving the concerns, officers had inspected the area and agreed that the half-pipes should be removed, netting replaced and sports pitch surfacing renewed.

Officers did not consider immediate replacement of the play equipment justified, subject to receipt of inspection certificates from insurance colleagues. They considered the equipment functional and suitable for targeted maintenance, including painting and timber treatment. An indicative replacement cost approaching £500,000 was cited, based on comparable local schemes. Future replacement should be planned through the capital expenditure programme.

Officers undertook to circulate the inspection certificates when received and meet the campaign group on the relevant participant's return to explain the agreed works and approach to future investment.

Members discussed how to give residents' concerns appropriate attention without diverting delivery from agreed planned preventative maintenance and major works programmes. The Chair emphasised residents' right to raise concerns and the importance of hearing those whose concerns might receive less attention through social media. Officers agreed to discuss the wider approach to responding to campaigns with housing colleagues.

14. **EXCLUSION OF THE PUBLIC**
RESOLVED – That under Section 100A of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involved the likely disclosure of exempt information as defined in Part 1 of Schedule 12A to the Act.

15. **NON-PUBLIC MINUTES**

RESOLVED – That the non-public minutes and summary of the meeting held on 11 May 2026 be approved as a correct record.

16. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
No non-public questions had been received in advance of the meeting.

17. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT WHILST THE PUBLIC ARE EXCLUDED**
Two items were raised under non-public any other business, concerning building safety and communal heating arrangements.

The meeting ended at 3.16 pm

Chairman

Contact Officer: Isaac Thomas
Isaac.Thomas@cityoflondon.gov.uk