Committee(s): Residents Consultation Barbican Residential	**Dated:** 26/10/26 16/11/26
Subject: Report of Director of Property and Estate Management	**Public**
This proposal:	Report of Director of Property and Estate Management
If so, how much?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: The Executive Director of Community & Children's Services	**For Information**
Report author: Daniel Sanders – Director of Property & Estate Management	

Summary

This report seeks to inform members of the various workstreams of the Barbican Estate Office over the reporting period.

Main Report

In-House Repairs and Maintenance

The in-house repairs service launched on the 1st September 2026. We have implemented a dedicated call centre, onboarded the new operatives and the new repairs supervisor, (Chris Stockwell) started on the 8th October.

The initial launch has been largely successful and our KPI metrics demonstrate we are performing better than both previous 3rd party operators which is particularly pleasing given the repairs supervisor has only just started.

Through the transition we continue to have a backlog of jobs known as the WIP (works in progress) and we are aiming to get this down to 0 by the end of the calendar year to come back with a clean slate in 2027.

Table 1: KPIs (01/09 – 14/10)

COMPLETED				NOT COMPLETED				TOTAL
Priority	Completed in Target	Completed Out of Target	Total	% In Target	Not Completed (Still in Target)	Not Completed Out of Target	Total	
P1 - Emergency (BRE)	60	9	69	86.96%	1	1	2	**71**
P2 - Urgent (BRE)	115	12	127	90.55%	34	52	86	**213**
P3 - Routine (BRE)	438	3	441	99.32%	152	114	266	**707**
Total	**613**	**24**	**637**	96.23%	**187**	**167`**	**354**	**991**

Table 2 – Chigwell / Elkins performance

	Completed	
Priority	Chigwell KPIs	Elkins KPIs
Priority 1 - Emergency	46.01%	80.84%
Priority 2 - Non-Emergency	65.76%	72.26%
Total	55.86%	76.55%

Table 3 - Outstanding Orders and Status (15/10)

Package status name	**Total**	**Additional information**
Incomplete - Materials required	71	Awaiting delivery of materials
On Hold	18	Waiting for resident to confirm appointment or additional information required
Incomplete - To be booked	14	Jobs ready to be booked in by the CCAs
Incomplete - Follow on required	47	Jobs to be verified by Daniel Castle, or Alex Smith to determine next steps
Booked (Confirmed Appointment)	116	
Incomplete - No Access	19	Needs to be rebooked by CCAs
Entered	47	Jobs loaded onto the system, unable to reach resident for initial appointment

Barbican App

The App continues to be a primary tool with over 1400 residents now registered and using the app. We are shortly due to have the web version which will be of benefit to all leaseholders. We have had confirmation you can use the app and the online version, some residents like the convenience of the app but want to review documents on their desktop, this will be available.

We continue to promote the app as a primary communication tool and are pleased with the level of engagement and feedback on this platform. We are aware in the repairs transition some tickets took longer to close than we would have liked. Now we have the dedicated Barbican repairs desk, we do not envisage this being a problem after Christmas when we have completed the current WIP.

Barbican Estate Car Park Review:

The City Corporation has commissioned and funded an independent review of the Barbican Estate's car parks, storage facilities and cycle provision. Led by Arup, with support from specialist cost consultants, the review will assess current usage and identify options for the future management and use of these assets.

The review will consider resident needs, including parking demand, storage requirements and cycle facilities, alongside opportunities to improve space utilisation, functionality and the long-term financial sustainability of the Estate. Any recommendations will need to balance resident amenity with operational requirements and potential income opportunities, supported by appropriate technical and financial assessment.

Arup has met with the Biker User Group (BUG) and undertaken three site visits over the past month. The final report is anticipated before the end of 2026 and will provide an evidence base for considering potential improvements and future options.

Ambue Heating (and overheating) study:

The Ambue feasibility study continues to assess heating performance, energy efficiency and overheating across the Barbican Estate. Surveys have been carried out in a representative sample of homes, with environmental sensors installed to collect data on temperature, humidity and energy use.

The work is examining both winter heating performance and summer overheating, recognising the particular characteristics of the Estate's construction. Monitoring will help establish how homes respond to seasonal conditions and identify potential factors affecting resident comfort, including heat loss, solar gain and ventilation. Consultants are developing performance models and evaluating potential measures relating to building fabric, ventilation, heating controls and shading.

No recommendations have been finalised at this stage. Once complete, the study will inform future decisions on improving comfort and energy performance while taking account of heritage requirements, sustainability and value for money.

Wet Riser Systems – Residential Towers

Officers are working with specialist consultants to establish the remedial works required and associated costs. The London Fire Brigade (LFB) has assessed the situation, considers the overall risk to remain low and agreed interim firefighting arrangements using a water appliance if required. A further pressure test was postponed due to an operational emergency, and discussions with LFB continue. The fire safety strategy remains unchanged, with no increased risk to residents identified. A further update will be provided once the scope and timing of remedial works are clearer.

Lease Breach Position – Wooden Flooring

Officers continue to review the position regarding wooden flooring in Barbican properties. Independent legal advice indicates that enforcement based solely on the presence of wooden flooring may be difficult where there is no evidence of a breach of other lease covenants, such as demonstrable noise nuisance. Officers are considering the legal advice and available options to establish a proportionate and consistent approach. A further report, including an options appraisal and recommendation, will be submitted to the appropriate committee. The current approach remains unchanged pending that review.

Expert Witness Report:

The expert witness report has been received in October and is currently being reviewed by officers for detail and accuracy. Some redaction of names has also been requested by the expert witness before the report is published more widely.

Once complete the executive summary and conclusion will be published and any resident requesting the full report may do so (it is circa. 500 pages).

The City are working on the implications and we will provide more details after the Housing Investment Board meeting.

Podium Repairs – Landlord Responsibility

The responsibility for repairs to the Barbican podium rests with the landlord, reflecting its status as part of the Estate’s public realm and the landlord’s obligations for the upkeep and maintenance of these areas. Accordingly, the costs associated with necessary podium repairs are the responsibility of the landlord rather than being apportioned to individual residential service charge accounts.

This position should be reflected in the assessment, funding and management of future podium repair works to ensure that costs are allocated appropriately and consistently with the landlord's responsibilities. Any proposed works should be reviewed and funded on this basis, with the relevant budgetary arrangements confirmed as part of the project planning process.

Governance Review

The initial findings of the governance review have been received. The review sets out the relevant statutory obligations and governance framework and considers these against the current operating model. Further work will consider the findings and any implications for existing governance arrangements.

Stakeholder and leaseholder engagement sessions are planned for November and December 2026 to provide an opportunity for interested parties to contribute to the review. Further details will be shared in due course, and all those wishing to participate will have the opportunity to do so.

Sharing of Flat Numbers with House Groups

Advice has been received from the City Corporation's Legal Services team confirming that flat numbers **may** be shared with House Groups, subject to a signed agreement setting out appropriate GDPR and confidentiality requirements.

Consultation will be required before this approach is implemented.

Officers are drafting the proposed terms of agreement for Defoe House as a pilot. These will be brought to the next meeting for consideration before any wider rollout is progressed.

Historic Support Service Recharges

The City historically included recharges for corporate support services, including HR and Chamberlain's, within the budget. These recharges have since been removed; however, a wider review of historic charges was also committed to.

The Director and Head of Finance for DCCS are urgently coordinating dates for a meeting with the Service Charge Working Party (SCWP) to review the historic charges. Further updates will be provided following the meeting.

Salvage Store

The Barbican Estate Office (BEO) has taken over responsibility for the Barbican salvage store and will manage its operation and ongoing arrangements going forward.

Smart Meter Installation

An agreed methodology has been developed for installing smart meters within properties where asbestos is present. The approach involves fitting a fire-rated board over the existing asbestos material and mounting the meter onto the board, without disturbing the asbestos. The methodology has been discussed and rationalised with the energy providers operating across the Estate.

Implementation is anticipated during 2027, subject to final arrangements. Smart meter installation remains voluntary, and the City Corporation is not requiring or enforcing the installation of smart meters in residents' properties.

House Inspections

House inspections have recommenced, with a revised approach agreed to improve consistency and continuity. While inspections will continue on a quarterly basis, officer changes will now take place annually rather than quarterly, reducing disruption and supporting more effective follow-up.

A number of inspections have produced positive findings. However, resourcing pressures, particularly within Accounts and Repairs, have affected the consistency of delivery. Officers are committed to bringing the inspection programme back up to date by the end of the year. An example inspection report is attached for reference.

Appendices

Appendix 1 – Example Inspection Report

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