Action Points

No	Date Raised	Action	Responsibility	Original Due Date	Current Due Date	Progress
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-2026	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 & 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. Jun-26 - this is still under review and will form part of our service architecture review in July. Oct-26 - it is not certain that invoices will be able to be produced. However, it is intended that reports of repairs will be sent to House Group representatives. These will enable the individual leaseholders to be asked to review and confirm the expenditure specific to their flat.
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 RepCom**	01-Dec-2025	22-Feb-2027	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. Jun 26 - this will be discussed at the July SCWP meeting. Oct-26 - the Reporting Committee has agreed that some Committee members will be involved with this review. D Sanders has advised that he will work with Finance to determine the best time for this review.

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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**	03-Nov-2025	Proposed Closed	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 proposed closed. Minutes 20 Apr 26 - "Action 2025/24 was retained pending the terrace lift proposal report." and "A Member raised concerns regarding communications and anticipated expenditure in relation to terrace block lifts. Officers confirmed that a separate report on terrace lifts would be presented to the next meeting, setting out proposals for programme delivery and resident engagement." Oct-26 - A proposal regarding the Terrace Lift electrical repairs and the appointment of a consultant was presented to the RCC on 29 Jun 2026 and approved by the BRC on 22 July 2026. The MWPB will oversee resident involvement in the tender process to appoint a consultant. The consultant will then advise on resident engagement in the project fulfilment phase.
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**	29-Jun-2026	22-Feb-2027	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. Jun 26 - This is referred to in the Reporting Committee Report. Oct-26 - Committed to bring to the next Reporting Committee and then include in the Reporting Committee RCC report.
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**	20-Apr-2026	Proposed Closed	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. Jun 26 - Explanatory note will be sent to House Chairs and RCC reps by end of Jun 26 Oct-26 - An explanation of the window cleaning costs was circulated by D Sanders on 1 July 2026

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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	20-Apr-2026	Proposed Closed	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. Jun 26 - We have received two proposals and will be sharing at the next reporting committee meeting. 22 Jul 26 - Minutes "Officers advised that there had been a general requirement to undertake audits of service charges, and that the legislative and statutory requirement had been part of the 2024 Leasehold Reform Act. Officers had committed to arranging an external audit of the financial years 2024/2025 and 2025/2026."
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**	20-Apr-2026	22-Feb-2027	Apr-26 - This is reflected in the new organisational chart within the pack - at the next SCWP we will provide costings and then propose that the action is 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**	31-Jul-2026	31-Dec-2026	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. Oct 26- now the repairs are fully in-house officers will make amendments and circulate before the end of 2026.
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**	31-Jul-2026	31-Dec-2026	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. Jun 26 - we will be publishing this document at the end of June 26. Oct 26- now the repairs are fully in-house officers will make amendments and circulate before the end of 2026.

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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**	29-Jun-2026	Proposed Closed	Apr-26 - these will be incorporated in the compliance report that comes in June 26 and then proposed closed. Oct-26 - the Compliance Report presented to the RCC meeting on 29 June 2026 included "Actions for Next Quarter" that showed when these forward actions would take place.
2026/05	26/01/26 (Minute 7)	**Glossary:** the Director agreed to ensure that a glossary was included in future.	D Sanders	29-Jun-2026	22-Feb-2027	Apr-26 - these will be incorporated in the compliance report that comes in June 26 and then proposed closed. Oct-26: A glossary has not yet been included.
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**	29-Jun-2026	22-Feb-2027	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. Jun 26 - This is in the agenda pack for the next major works meeting in June. Oct-26 - This was presented and discussed at the last MWPB, some refinements are required following that meeting and the final version will be brought to the RCC in early 2027.
2026/06	20/4/26 (Minute 5)	**Major Works Delivery Forecast:** A Member suggested that the structure of the numbers could be clearer and that separating routine Estate activities from works not previously undertaken would help stakeholders better understand the proposals and address concerns.	D Sanders **Via MWPB**	26-Oct-2026	22-Feb-2027	Oct-26 - It is intended that the draft Forecast will be issued every six months, updated, as appropriate, as projects progress. The next version will be issued in the first RCC of 2027
2026/07	20/4/26 (Minute 5)	**Major Works Delivery Forecast:** It was requested that PPM and reactive repairs be included in resident literature to present a more connected and comprehensive picture	D Sanders **Via MWPB**	22-Feb-2027	22-Feb-2027	Oct-26 - officers are working on this and will bring to the next MWPB.
2026/08	20/4/26 (Minute 5)	**Major Works Delivery Forecast:** Members indicated that communications with residents should set out the process and indicative timelines clearly, with information on the formal governance and gateway stages, and allow for resident involvement throughout	D Sanders **Via MWPB**	26-Oct-2026	22-Feb-2027	Oct-26 - officers are working on this and will bring to the next MWPB.

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2026/09	20/4/26 (Minute 6)	**Resident Involvement:** Members discussed the need for clearer principles governing resident involvement in procurement across future major works projects. Officers agreed to review this and prepare a proposed framework	D Sanders **Via MWPB**	26-Oct-2026	26-Oct-2026	Oct-26 - A resident involvement protocol has been agreed with Procurement. Service charge payers will be able to participate in the written tender assessment and interview assessment, provided that those involved have received training on the evaluation and moderation process. The training will be provided by our Project Lead in Procurement and will be a straightforward overview of the process. The technical criteria can only be evaluated by the resident representatives if they have the relevant expertise e.g. relevant qualification (such as being a Chartered Engineer, Architect, or Surveyor), or having a relevant professional background.
2026/10	20/4/26 (Minute 9)	**Repairs and Maintenance Policy:** Clarification was requested on how vulnerable residents can request reasonable adjustments, including clear contact details. Members highlighted the importance of accessibility to ensure that the document remained easy to navigate despite its length (e.g. use of hyperlinks).	D Sanders **Via MWPB**	26-Oct-2026	Proposed Closed	Oct-26 - Reasonable adjustment requests can (and are) made by the office and we supply (where possible) printed versions, hyperlinks and other accessibility measures
2026/11	20/4/26 (Minute 9)	**Repairs and Maintenance Policy:** Members requested clearer processes and commitments around invoice checking and financial controls, including proportionate review of invoices and alignment with completed works. They also suggested that the benchmarking in-house services against external providers be considered.	D Sanders **Via MWPB**	26-Oct-2026	24-May-2027	Oct 26 - The repairs policy available on the app or at the BEO reception clearly outlines the commitments for financial checks. We will review benchmarking in early 2027 when the team has settled and are happy to make this commitment.
2026/12	20/4/26 (Minute 10)	**Building Safety Resident Engagement Strategy:** A Member raised concerns regarding the consistency of staff training in relation to fire safety. It was confirmed that a review of training and staff roles would be undertaken, with ongoing training across the Estate. A request was also made for an update on documentation held by staff.	D Sanders **Via RepCom**	26-Oct-2026	Proposed Closed	Oct-26 - On 19 Aug 2026 an email was sent to House Group Chairs advising of staff training and procedures in the event of emergencies and including an example of the staff procedure. This was forwarded to RCC members in September.
2026/13	20/4/26 (Minute 11)	**Barbican Resident Guide:** A Member suggested that sections relating to estate regulations and home improvements be aligned more closely, particularly in relation to noise, and that stronger wording be considered to reflect expectations around noise nuisance, including for tenants. Members requested that additional practical information be included, such as guidance on meter readings and a clear statement discouraging the picking of flowers or removal of plants from communal areas.	D Sanders **Via RepCom**	26-Oct-2026	Proposed Closed	Oct-26 - The Barbican Resident Guide was updated and published on 16-Jul-26.

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2026/14	20/4/26 (Minute 13)	**Smart Meter Upgrades:** BEO to track progress with smart meter upgrades.	D Sanders **Via RepCom**	26-Oct-2026	Proposed Closed	Oct-26 - On 14 Jul 2026 an email was sent to House Group Chairs advising of an updated protocol for the installation of smart meters. This was forwarded to RCC members in September and an update is in the Directors report.
2026/15	20/4/26 (Minute 13)	**Housing Inspections Programme:** The Committee noted the update on the housing inspections programme and requested improvements to the timetable format. Officers confirmed that a revised schedule and inspection template would be circulated.	D Sanders **Via RepCom**	26-Oct-2026	26-Oct-2026	Oct 26 - timetable was reissued and issued in September. Further updates on progress are in the Directors report.
2026/16	20/4/26 (Minute 15)	**Governance Review:** Officers agreed to provide a list of documents submitted as part of the governance review, with individual documents to be shared on request.	D Sanders	26-Oct-2026	Proposed Closed	Oct-26 - The list of documents submitted as part of the governance review was circulated by D Sanders on 1 July 2026
2026/17	29/6/26 (Minute 4)	**Tracking Major Works:** Concerns were expressed regarding the effectiveness of existing tracking mechanisms for major works. Officers recognised the need for more detailed block-level tracking of major projects and undertook to continue developing appropriate reporting arrangements.	D Sanders **via MWPB**	22-Feb-2027	22-Feb-2027	Oct 26 - Officers are developing individual block Major Works / CapEx plans alongside the overarching estate program to provide this assurance. They will be included in the report presented to the next RCC meeting.
2026/18	29/6/26 (Minute 4)	**Car Park Review:** Members requested further information on the timescale and consultation arrangements for the car park review. Officers confirmed that resident engagement would form part of the review process and that the work was being funded entirely by the City of London Corporation. The car park review scope and the proposal received would be circulated to Members. Members also advocated for greater resident involvement in future discussions relating to car parks, which was noted by officers.	D Sanders **Via RepCom**	26-Oct-2026	Proposed Closed	Oct-26 - The original scope of the car park review and the proposal from Arup that has been subsequently commissioned were circulated by D Sanders on 1 July 2026. An update on progress and resident involvement is included in the Director's report.
2026/19	29/6/26 (Minute 4)	**Consultants:** In response to concerns regarding consultant costs that would normally be charged to service charge payers, officers agreed to prepare criteria that determined whether a consultant would be appointed and consider whether the reporting could be amended to highlight these costs.	D Sanders **Via RepCom**	22-Feb-2027	22-Feb-2027	Oct 26 - this is outstanding and officers will work on this over the coming weeks.
2026/20	29/6/26 (Minute 4)	**Wooden Floors:** The Committee were advised that a protocol was being developed to manage future cases involving noise nuisance from wooden flooring	D Sanders **Via RepCom**	22-Feb-2027	22-Feb-2027	Oct 26 - An update has been provided in the Director's report.

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2026/21	29/6/26 (Minute 5)	**Compliance Report:** Members questioned the information presented within the Compliance Report at Appendix 3, with queries raised about the usefulness and accuracy of the graphs provided, and discrepancies between the graphs and the information presented in the tables. Officers agreed that the graphs added limited value; they would be reviewed and removed from future reports, where appropriate. Officers advised that playground inspections were undertaken to meet insurance and public liability requirements and confirmed that this would be incorporated into future compliance reporting.	D Sanders **Via RepCom**	26-Oct-2026	22-Feb-2027	Oct 26 - the graphs have been removed. The playground inspections will be added to the next report, as appropriate.
2026/22	29/6/26 (Minute 5)	**External Audit:** The Officers agreed to circulate the audit scoping documentation.	D Sanders **Via RepCom**	26-Oct-2026	Proposed Closed	Oct 26 - This was circulated in September.
2026/23	29/6/26 (Minute 5)	**Asbestos Management Contract:** A Member highlighted the extension of the asbestos management contract and queried whether the contract should have been retendered prior to April 2026. Officers confirmed that a decision had been taken to extend the existing arrangements due to operational pressures and undertook to provide Members with a note setting out the background to that decision.	D Sanders **via MWPB**	26-Oct-2026	31-Oct-2026	Oct 26 - The Director will provide the note by end of October 26.
2026/24	29/6/26 (Minute 9)	**Drain & Balcony PPM:** Members raised concerns regarding the proposed PPM works on the drains and balconies of three terrace blocks and asked for further information on costs and procurement arrangements. Officers agreed to meet separately with resident representatives to discuss the proposals in greater detail and to share the outcome of those discussions with Members.	D Sanders	26-Oct-2026	31-Oct-2026	Oct-26 - On 18 Aug 2026 a meeting was held with the House Chairs and other representatives of the three blocks. A summary was prepared, circulated to the attendees and will be circulated to RCC members by the end of October.
2026/25	29/6/26 (Minute 9)	**Invoice & Expenditure Controls:** A Member queried the current arrangements for invoice checking and expenditure controls. Officers undertook to circulate a note setting out the existing process.	D Sanders	26-Oct-2026	31-Oct-2026	Oct 26 - Director will commit to issuing this note by the end of October.
2026/26	29/6/26 (Minute 13C)	**SLAWP:** Officers confirmed that a representative from the repairs team would attend future meetings.	D Sanders	26-Oct-2026	Proposed Closed	Eoin Doyle attended the October SLWP and a representative will continue to attend moving forward.