

Communication Policy

City of London
Barbican Residential Estate

Contents

1. Purpose and Policy Context..... 2
2. Scope of Communications..... 2
3. Communication Principles..... 3
4. Communication Channels..... 4
5. Communication Categories and Service Standards..... 5
6. Planned Works and Event Notifications..... 6
7. Weekly Resident Newsletter..... 7
8. Emergency and Urgent Communications..... 8
9. Consultation and Resident Engagement Communications..... 9
10. Communication with Recognised Resident Groups and Committees..... 9
11. Accessibility and Reasonable Adjustments.....10
12. Communication Governance and Approval..... 10
13. Complaints, Feedback and Continuous Approval..... 10
14. Supporting Documents..... 11

1. Purpose and Policy Context

This policy sets out how the Barbican Estate Office communicates with residents, service charge payers, tenants, visitors, contractors, House groups, committees, and other stakeholders across the Estate.

The policy establishes:

- Communication standards
- Types of communications issued
- Minimum notification periods
- Resident engagement arrangements
- Newsletter requirements
- Responsibilities for approving and issuing communications

The purpose of this policy is to ensure that communication is timely, accurate, consistent, accessible, and proportionate to the matter being communicated.

Effective communication supports:

- Resident safety
- Regulatory compliance
- Service transparency
- Resident engagement
- Trust and confidence in estate management
- Efficient management of planned and unplanned activities

The arrangements set out below constitute minimum communication standards. Additional operational guidance may supplement this policy but may not reduce or dilute these requirements.

2. Scope of Communications

This policy applies to all communications issued by or on behalf of the Barbican Estate Office concerning:

- Estate management
- Building safety
- Repairs and maintenance
- Planned works
- Resident engagement
- Service changes

- Community activities
- Estate events
- Compliance and statutory matters
- Emergencies and incidents

This policy applies to communications issued through:

- Email
- Estate mobile application
- Notice boards
- Letters
- SMS messaging
- Newsletters
- Website updates

The policy does not apply to:

- Personal correspondence relating to individual tenancy or lease matters
- Formal complaint investigations
- Legal proceedings
- Subject Access Requests
- Data Protection requests

---

3. Communication Principles

All communications should be:

Accurate

Information must be factually correct and based upon verified information available at the time.

Timely

Residents should receive information sufficiently in advance to understand, prepare for, or respond to matters affecting them.

Clear

Communications should be written in plain English and avoid unnecessary technical language wherever possible.

Relevant

Communications should only contain information that is necessary and useful to the intended audience.

Accessible

Communication methods and formats must consider reasonable adjustments and accessibility requirements.

Consistent

Messages issued across different communication channels should align and avoid conflicting information.

---

4. Communication Channels

The Barbican Estate Office may communicate using one or more of the following channels depending upon urgency, audience, and operational requirements.

Primary Channels

- Estate mobile application
- Email

Secondary Channels

- Notice boards
- Letters
- SMS messages
- Estate website

Emergency Channels

- SMS alerts
- Email alerts
- App notifications
- Concierge or security notifications
- Door-to-door contact where necessary

Multiple communication channels may be used simultaneously where the matter is considered significant, safety critical, or likely to affect a large number of residents.

---

5. Communication Categories and Service Standards

Communications are categorised according to their purpose.

Operational Communications

Relate to routine estate operations including:

- Minor repairs

- Service updates
- Contractor attendance
- Cleaning programmes
- Landscaping activities

Frequency: Issued as required.

Informational Communications

Provide general information including:

- Policy updates
- Estate improvements
- Annual reports
- Service performance information

Frequency: As required.

Resident Engagement Communications

Provide opportunities for residents to participate in:

- Consultations
- Resident meetings
- Focus groups
- Surveys

Frequency: As required.

Planned Works Communications

Provide information regarding works affecting residents.

Frequency: In accordance with Section 6 of this document.

Safety Communications

Relate to:

- Fire safety
- Building safety
- Security matters
- Compliance activities
- Risk-related information

Frequency: As required and without unnecessary delay.

Emergency Communications

Relate to incidents affecting:

- Health and safety
- Building operations
- Essential services
- Resident welfare

Frequency: Issued as soon as reasonably practicable.

---

6. Planned Works and Event Notifications

The Barbican Estate Office will provide advance notice wherever reasonably practicable.

Minimum Notification Periods

Activity	Minimum Notice Period
Resident meetings	14 calendar days
Estate events	14 calendar days
Major Planned service interruptions	7 calendar days
Major planned works commencing	14 calendar days
Significant building works	21 calendar days
Security system works	7 calendar days
Lift maintenance requiring shutdown	7 calendar days
Water shutdowns	48 hours
Electricity shutdowns	48 hours
Emergency works	As soon as practicable

Where regulatory, contractor, weather-related, or emergency circumstances prevent compliance with these notification periods, residents will be informed at the earliest opportunity.

Communications relating to major works should include:

- Scope of works
- Dates and times
- Areas affected
- Expected disruption
- Contact details
- Any resident actions required

---

7. Weekly Resident Newsletter

The Barbican Estate Office will publish a weekly resident newsletter designed to provide a consistent and reliable source of estate information.

Frequency

The newsletter will normally be issued once every week.

Distribution

The newsletter will be distributed through:

- Email (to those that have agreed to receive it).

Minimum Content Requirements

The weekly newsletter should include:

Estate Updates

- Significant estate activities
- Progress on ongoing projects
- Service changes
- General information

Upcoming Works

- Planned maintenance
- Contractor activities
- Disruption notifications

Community Information

- Resident events
- Community initiatives
- Local activities affecting the estate

Safety Information

- Fire safety messages
- Security advice
- Compliance reminders

Performance Updates

- Service achievements
- Resident engagement activity
- Operational highlights

Editorial Standards

Newsletter content must:

- Be factual and balanced
- Avoid political content
- Avoid personal information
- Be written in clear, concise language
- Be approved through the appropriate governance process

---

8. Emergency and Urgent Communications

Emergency communications may be issued without prior notice.

Examples include:

- Fire incidents
- Utility failures
- Flooding
- Security incidents
- Health and safety risks
- Major building failures

Emergency communications should include:

- Nature of the incident
- Immediate actions required
- Areas affected
- Expected duration where known
- Contact information

Follow-up updates should be issued as information becomes available.

9. Consultation and Resident Engagement Communications

Where consultation is required:

- Residents will be informed of the purpose of the consultation.
- Relevant supporting information will be provided.
- Clear deadlines for responses will be communicated.
- Results or outcomes will be shared where appropriate.

Consultation periods will normally remain open for a minimum of 14 days unless legislation, regulation, or operational requirements dictate otherwise.

10. Communication with Recognised Resident Groups and Committees.

As well as communication direct to residents and service charge payers, the BEO liaises with recognised resident groups such as House Groups, the Barbican Estate Residents Consultation Committee (RCC), and the Barbican Association (BA).

House Groups

The BEO will look to liaise with House Groups for House specific workstreams, projects, services, etc. for their input on a particular project, decision making where appropriate, and to ensure that any service outages or disruption is clearly communicated.

The BEO will communicate directly with the elected House Chair and other representatives, who will in turn arrange House Group meetings and communications for a formal response to the BEO. Wider updates will then be shared by the BEO via the resident app to communicate any decisions agreed or conversations had.

Topics discussed with House Groups will be outside of the normal "business as usual" practices, rather than day-to-day items such as repairs and maintenance that would unduly delay essential works taking place. These communications will be Ad-hoc, as well as at House Group Annual General Meetings.

Barbican Estate Residents Consultation Committee (RCC)

The BEO will bring papers to the RCC for estate updates, major works, service charge information, and other key workstreams. These will typically be items that affect numerous blocks across the estate and may be in addition to communications with House Groups.

Communication on these subjects will be via quarterly RCC meetings, as well as more regular meetings with groups such as the Reporting Committee and the Major Works Programme Board, that meet every 6-8 weeks and report into the RCC at the quarterly meetings.

Barbican Association (BA)

The BEO will communicate with the Barbican Association on topics that affect the estate, such as planning applications, and large work streams. Communications will be Ad-hoc as relevant items arise, as well as communications via the BA's AGM.

11. Accessibility and Reasonable Adjustments

The Barbican Estate Office is committed to ensuring communications are accessible.

Reasonable adjustments may include:

- Large print documents
- Alternative formats
- Accessible digital content
- Additional support for residents with communication needs

Residents requiring adjustments should notify the BEO so that communication preferences can be recorded where practicable.

12. Communication Governance and Approval

Communications must be reviewed and approved by appropriately authorised officers before issue.

Approval requirements should be proportionate to:

- Risk
- Audience size
- Reputational impact
- Safety implications
- Legal considerations

Safety-critical communications should be approved by the relevant senior manager wherever practicable.

Records of significant communications should be retained in accordance with the organisation's record management requirements.

13. Complaints, Feedback and Continuous Improvement

Residents may provide feedback regarding estate communications.

Feedback may relate to:

- Quality
- Accuracy
- Timeliness
- Accessibility
- Communication methods

Learning from feedback, complaints, surveys, and resident engagement activity will be used to improve communication effectiveness and service delivery.

Communication performance may be monitored using:

- Newsletter open rates
- Resident satisfaction surveys
- Engagement metrics
- Complaint trends

---

14. Supporting Documents

The following documents should be read alongside this policy where applicable:

- Resident Engagement Strategy
- Complaints Policy
- Data Protection Policy
- Building Safety Resident Engagement Strategy
- Fire Safety Policy
- Equality, Diversity and Inclusion Policy

These documents should be read collectively where relevant. Each document governs its respective subject matter and does not override statutory requirements, lease obligations, or corporate governance requirements.