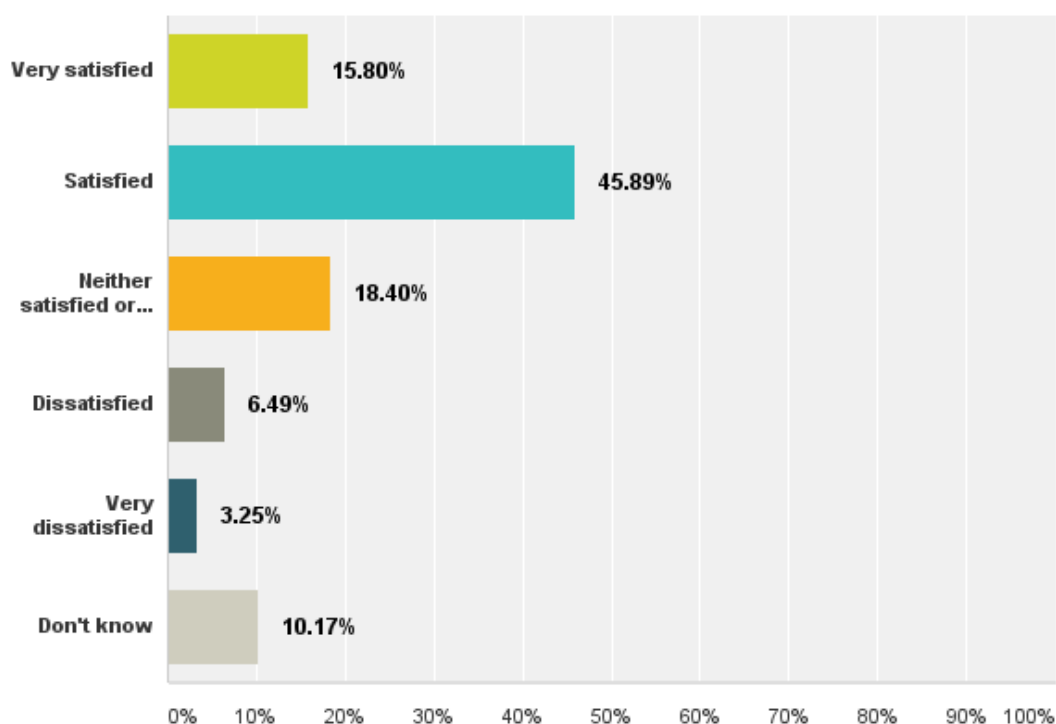


Q16 How satisfied or dissatisfied are you with the involvement of residents in the management of the Barbican Estate and consultation over decisions or new initiatives eg. through the Residents' Consultation Committee, your house group or direct consultation with residents?

Answered: 462 Skipped: 3



Residents comments from 2015 Residents Survey

- The residents representation is very opaque. Elections are a shoe in, meetings are annual, sometimes during school holidays. The fibre rollout and redecoration where a farce. Those involved represent the elderly but not families. There is no similar questionnaire to this one asking residents how they feel, what their priorities are.
- More transparency over who is elected/appointed to represent each block on the RCC, and have a term limit of 3 or 4 years.
- Most of the time meetings are held at times when those of us at work are unable to attend. If a few meetings or online input could be provided then a cross generation reply could be given and the views of many more taken in to account.
- A web page that explained the structure of the various residents consultation or working groups in relation to City of London as Landlord, along with information about how to get involved or find the minutes from these meetings.
- If we are consulted, nothing much seems to come of it.

- More on line surveys from the BA, RCC or House Groups.
- More direct interaction via individual households via email/ online surveys...rather than being filtered through the committees made up of people who have time to represent minority interests.
- For a start, the residents consultation committee could let residents know when it is meeting and what is on the agenda. I have never had a single communication from them. Sending round "surveys" and then taking decisions regardless (eg. the video cameras) is not encouraging, either.
- We'd like to be consulted as individuals, not via committees or house groups, because we don't want decisions made on our behalf behind closed doors and then be told about them afterwards.
- There needs to be better communication of : 1. what is being discussed on our behalf 2. how and when we can input if we wish 3. when a decision is to going to be taken 4. what the decision was and rationale for the decision clearly and directly communicated to residents. To rely on the minutes from committed is inadequate. Communication should be issue by issue and cover all 4 stages equally well and transparently.
- minutes of House Group meetings should be displayed on block notice boards; are all responses to consultations published (for instance, over CCTV) and, if so, where?