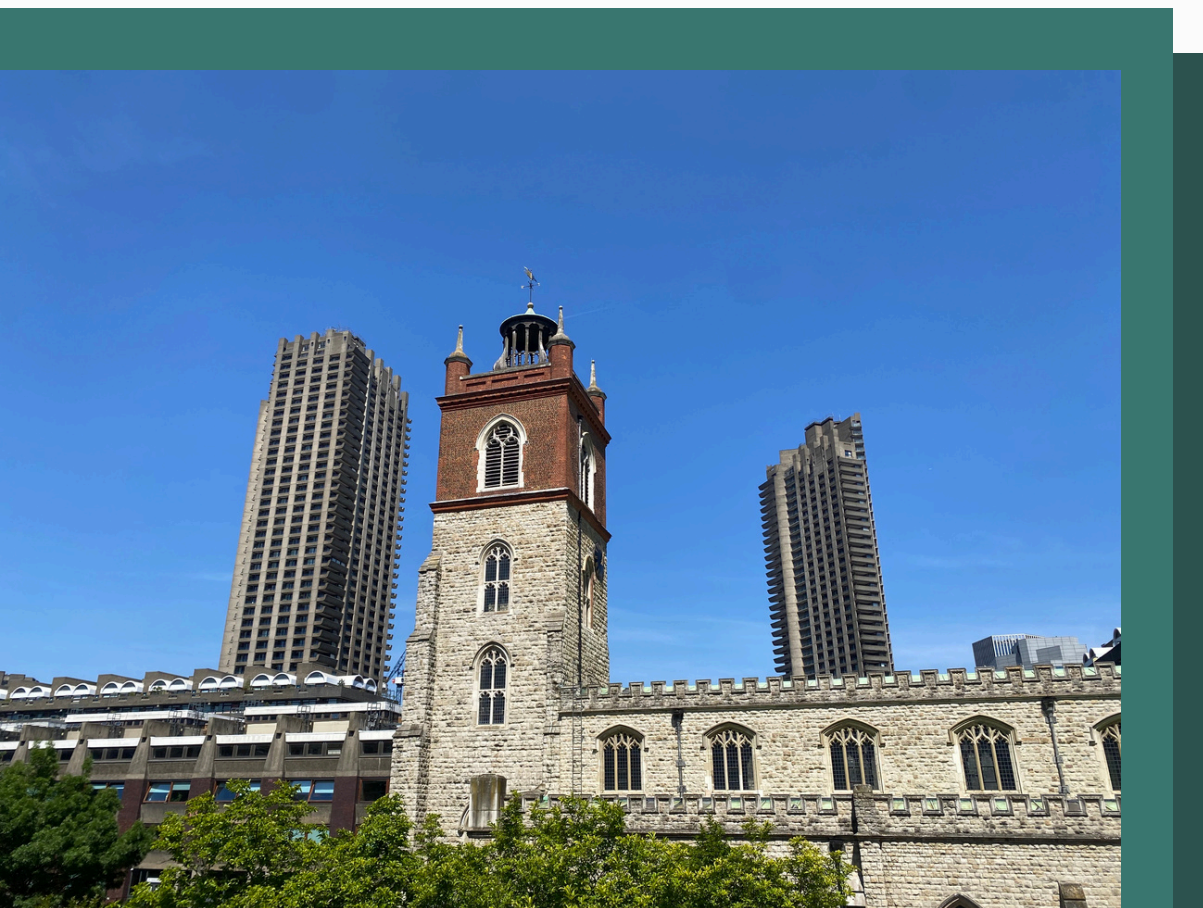


RESIDENT SATISFACTION SURVEY REPORT: PROPERTY SERVICES

RESULTS FROM 2025 AND HOW WE ARE RESPONDING TO YOUR FEEDBACK



Message from the Barbican Estate Property Services Team

On 1 April, we welcomed two new repairs and maintenance contractors, Chigwell and Elkins, onto the Barbican Estate. Over the coming months, we will also be procuring several other key contractors for our repairs and maintenance and compliance works. As part of our commitment to improving service delivery and transparency, we conducted a Resident Satisfaction Survey throughout April to capture your views on Property Services.

The survey focused on nine key performance metrics chosen to provide an overview of resident experience across critical areas. This approach allows us to establish a clear baseline, identify strengths and weaknesses and influence plans to target specific points for improvement. To maintain focus, we intentionally excluded a comments section from this survey, choosing to prioritise data that allows for more consistent benchmarking and year on year comparison.

This report outlines the results of the survey and our formal response. Starting this year, the aim is to repeat this survey each April to monitor progress over time. We remain committed to continuous improvement and enhancing the services we provide to residents. We trust that this report gives a transparent view of what you said, where we stand, and where we are going.

Best,

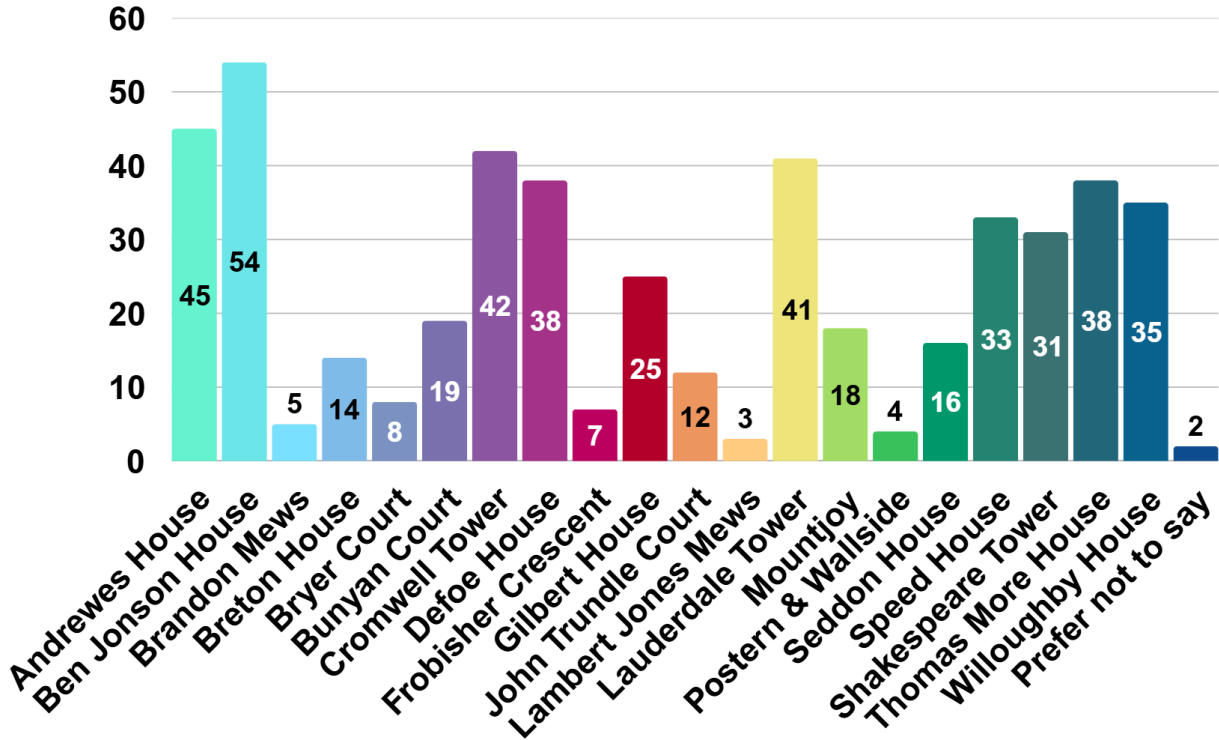
Dan Sanders, Director of Property and Estate Management

Eoin Doyle, Head of Property Services

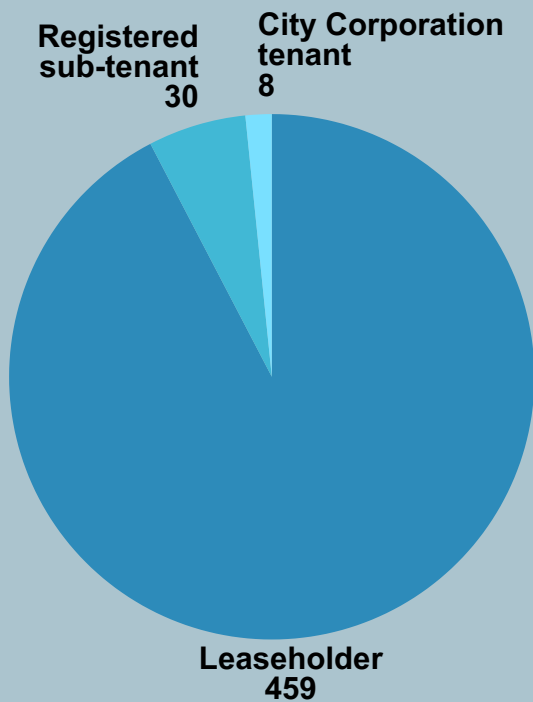
Daniel Castle, Property Services Contract Manager

Demographics

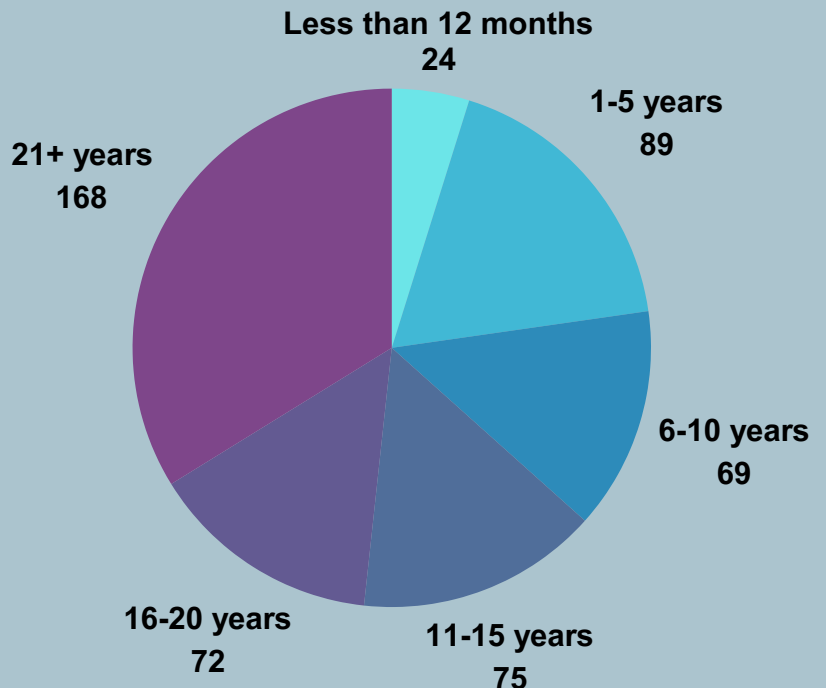
Responses by block:



Responses by tenure

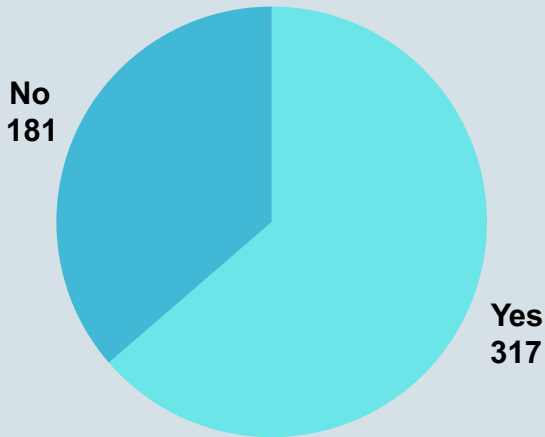


Responses by length of tenure

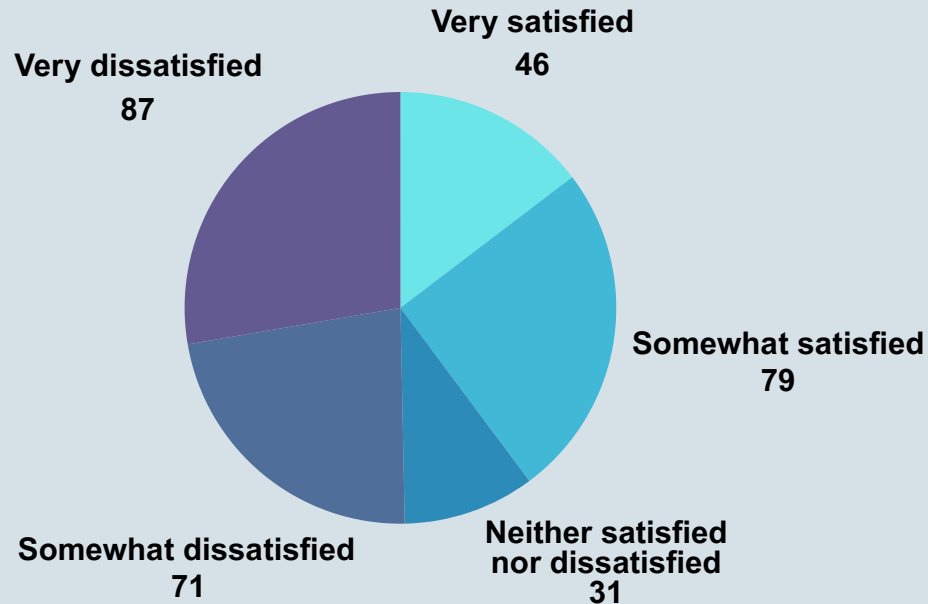


You said...

Have you reported a fault or repair in the last 12 months?



How satisfied are you with the overall repairs service provided over the last twelve months?



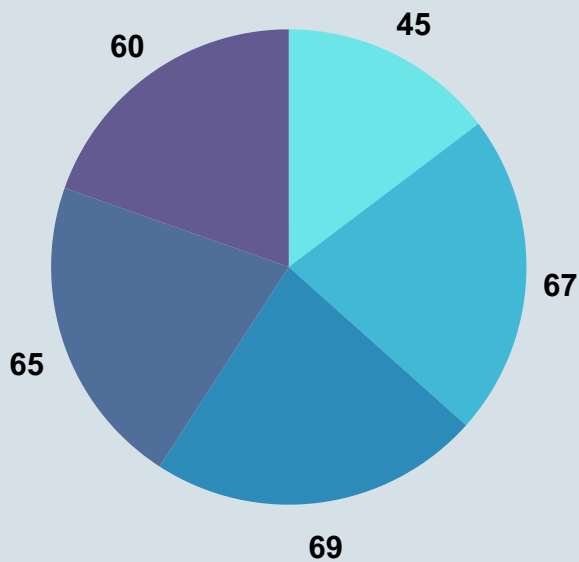
We're doing...

01. Introduced two new main contractors from 1 April: Chigwell for day-to-day repairs and maintenance and Elkins for water penetration, roofs and drainage. We will be monitoring their performance throughout the coming months to ensure they are meeting both our expectations and residents'. We are aiming that these new contractors and our tracking will improve resident satisfaction with the overall repairs service.

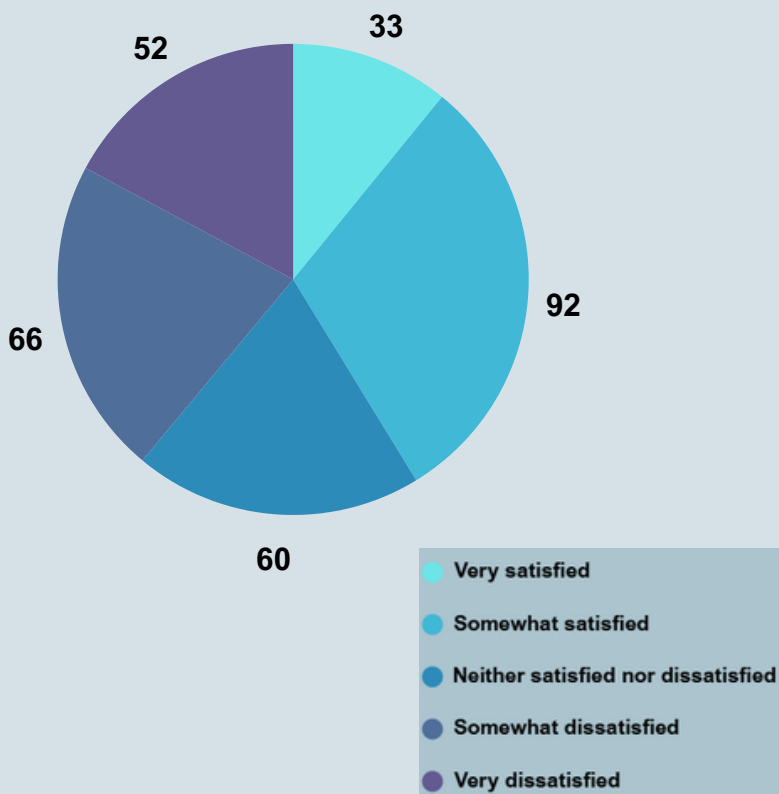
02. A number of additional new contractors will be introduced throughout 2025-2026 including SureServe Compliance Fire for fire safety, and new contractors for lift maintenance and water treatment. To manage these new contracts and deliver a more efficient procurement strategy, we will also introduce a contract management matrix this year. These new contracts should improve satisfaction with our overall repairs service, specifically for lifts which we know are key issue on the Estate.

You said...

How satisfied are you with the customer service repairs team/call centre?



How satisfied are you with the service provided by the wider Barbican Estate Office (Property Services Officers/Property Services Management)?



We're doing...

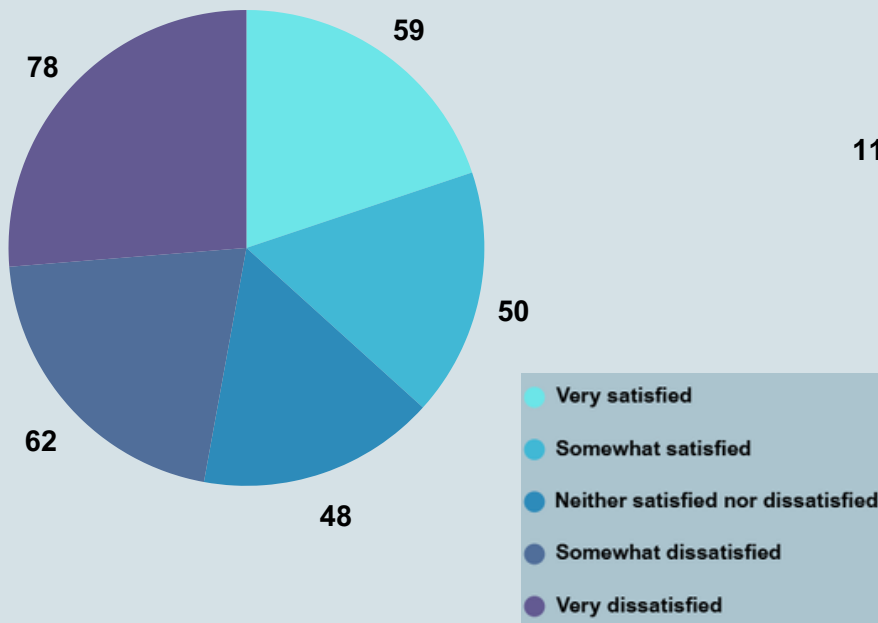
01. In 2025, the Barbican Estate Office was restructured to provide better and more efficient property services to residents, with the aim to improve resident satisfaction with this department.

02. Our new repairs and maintenance contractor, Chigwell, are co-located with the customer service repairs team/call centre in the Barbican Estate Office. This has improved communication between the two teams and we believe this will improve satisfaction with our call handling and overall communication between the Estate Office, Chigwell, and residents.

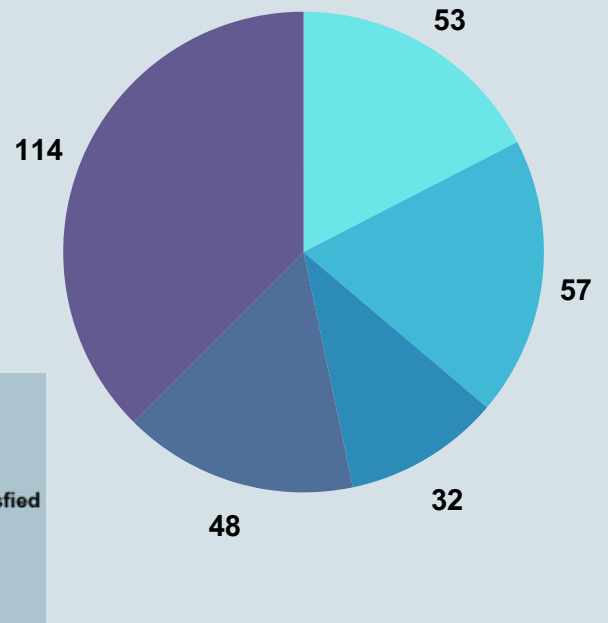


You said...

How satisfied were you with the service provided by the assigned contractor?



How satisfied were you with the time taken to complete the repair after you reported it?



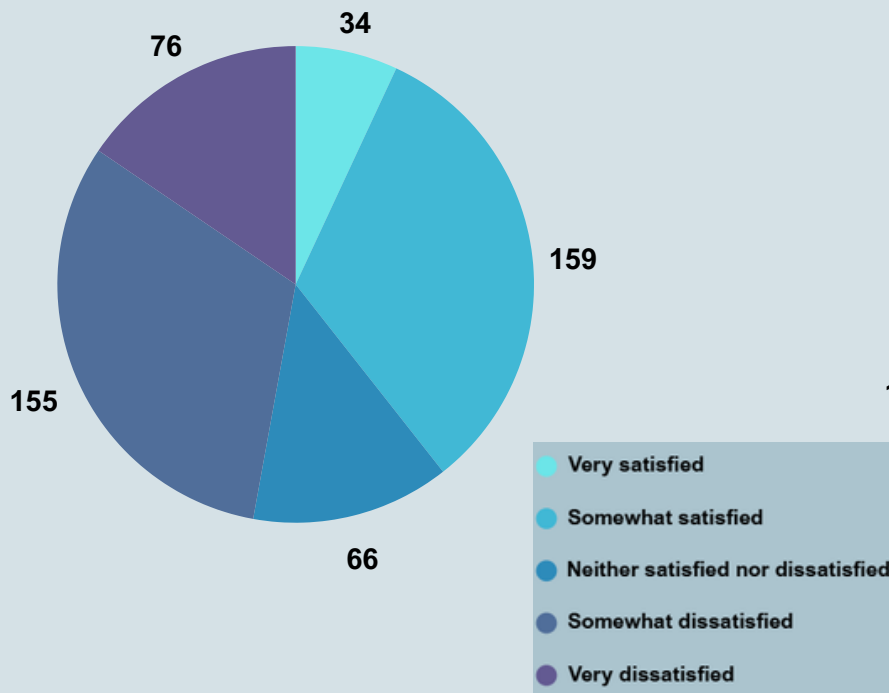
We're doing...

01. Our new contractors, Chigwell and Elkins, are dedicated to providing an exceptional service for our residents. They are co-locating in the Barbican Estate Office to improve communication between our teams. We have also implemented a new priority system to improve the efficiency of the repairs system and we hope this will lead to a shorter repair time overall.

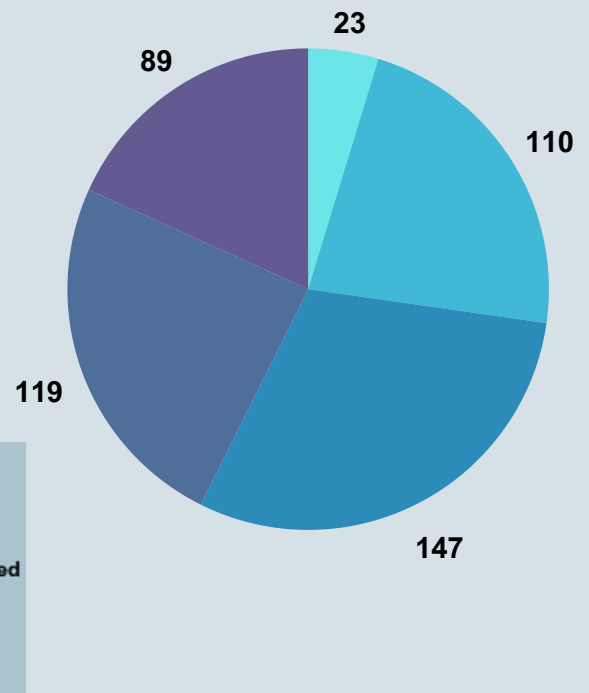
02. As part of the new contract with Chigwell and Elkins, we will be tracking their performance, including time taken to complete the repair, and providing performance incentives to ensure they are providing a quality service to our residents. We will also be undertaking more regular quality checks of their repairs, either in-person or by telephone with residents, to ensure they are meeting our standards. We believe that tracking their performance and more frequent quality checks will improve satisfaction with our contractors' work and time taken to complete repairs.

You said...

Thinking about the condition of the property or building you live in, how satisfied are you that the estate is well maintained?



How satisfied are you that your voice and views on property services are heard and acted upon?



We're doing...

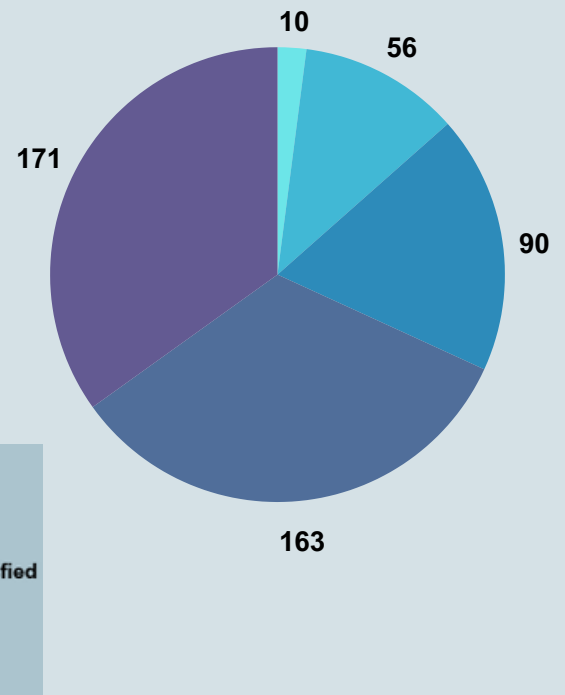
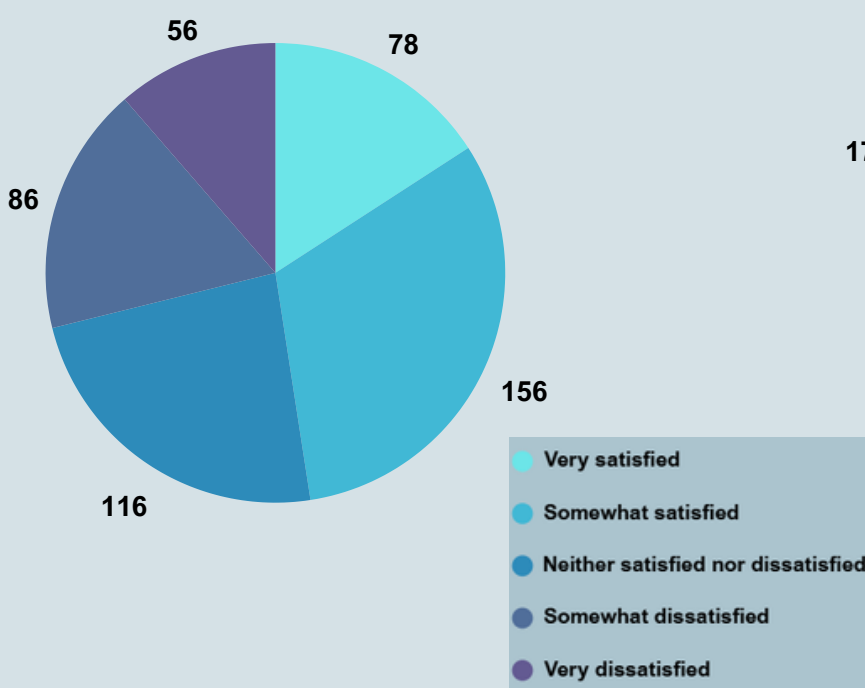
- 01.** We are developing a capital expenditure plan to prioritise high risk and time sensitive works, particularly where major components (roofs, windows, and lifts) are approaching the end of their lifecycle. This will ensure we can intervene before these components deteriorate and affect the safety or usability of your home.
- 02.** We are implementing a yearly annual satisfaction survey to capture residents' view and show how we are acting upon them.

- 03.** We are building a Planned Preventative Maintenance (PPM) programme aimed at extending the life of key components and mitigate the frequency and severity of reactive repairs. This will support more effective maintenance, improve the visible condition of the building across the Estate and deliver better long-term value for money.

You said...

How satisfied are you with how you're kept informed on property services works across the estate?

How satisfied are you that the service charge you pay reflects good value for the property services provided?



We're doing...

01. We will provide more frequent property services messages in the weekly Barbican Bulletin newsletter and on noticeboards across the Estate.

02. We are committed to delivering measurable improvements on value for money across all aspects of property services. To ensure service charges stand up to scrutiny, we will be benchmarking all works against competitive market rates. We have improved and implemented new pre- and post-inspection policies and procedures that will see us hold contractors accountable for quality, cost-efficiency, and timely delivery.

Keep in touch

Join the Barbican mailing list to receive regular email updates and the weekly Barbican Bulletin newsletter.



Scan the QR code with your smartphone camera or visit eepurl.com/iRKD22



Key contacts

All general enquiries

Barbican Estate Office reception: 0207 029 3958

Barbican.Estate@cityoflondon.gov.uk

Repairs

Report a Barbican Estate repair: 0207 029 3909

barbicanrepairs@cityoflondon.gov.uk

Out of Hours Service

Contact your Estate Concierge/Lobby Porter: 020 7029 3953

The contact numbers for the Car Park Attendants and Concierges can be found here: <https://www.cityoflondon.gov.uk/services/barbican-estate/contact-the-barbican-estate-office>

Report a specific issue

Lime Bikes left on the podium: joao.pereira@cityoflondon.gov.uk with the subject 'Lime Bikes'

Report noise nuisance: Call 020 7606 3030 or visit the City of London website: www.cityoflondon.gov.uk

Reporting broken lights in public areas: dbebarbicanlighting@cityoflondon.gov.uk

Barbican Bulletin

If you would like to submit content for the weekly bulletin:

barbicancommunications@cityoflondon.gov.uk

