

## SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2012

|      | <u>REVIEW PERIOD</u> | <u>COMMENT/QUERY</u>  | <u>RESPONSE/ACTION</u>   | <u>COMPLETED</u> |
|------|----------------------|---|--|------------------|
| 103* | Apr - Jun 10         | Any plans to cut posts to be fed back to SLA WP.  | Cleaning supervisor post that becomes vacant May 2011 has not been replaced. Recruitment planned for retiring supervisor in Jan 2012. (now in 2nd round of recruiting) |                  |
| 112* | Jan - Mar 11         | BA AGM comment - podium cleaning in particular, the side wall and underlighting, is in need of cleaning.  | Cleaning Manager informed. Podium cleaning 80% last quarter.   |                  |
| 115* | Apr - Jun 11         | Resident Survey - common theme - Car Parks look neglected and are not cleaned to desired standard or frequency  | Cleaning Manager informed. CP cleaning 79% last quarter.   |                  |
| 116* | Apr - Jun 11         | Resident Survey - common theme - Window Cleaning - tops of windows and balcony glass seem to be missed. Privacy screens not closed properly following their visit.  | Window Cleaner contractors informed. WC 85% last quarter   | ✓                |
| 121* | Oct to Dec 11        | Are baggage store areas being checked and cleaned to the required frequencies?  |  |                  |
| 122* | Oct to Dec 11        | Supervisor to follow up on Joint Inspections more thoroughly.   |  |                  |
| 123* | Jan to Mar 12        | From the RCC Annual Review - It was noted that the on-going issues with car parking/agency staff was pending.   | Please see RCC Update Report   | ✓                |
| 124* | Jan to Mar 12        | From the RCC Annual Review - there were some concerns about the security and safety at the eastern end of the Estate. Could the issue of cameras be revisited on the highwalks and access points, particularly when the escalators are out of action? | Please see RCC Update Report   | ✓                |
| 125* | Jan to Mar 12        | From the RCC Annual Review - litter picking on Gilbert Bridge   | Please see RCC Update Report   | ✓                |
| 126* | Jan to Mar 12        | From the RCC Annual Review - it was noted that the car park had been signed off at the last meeting but residents would like the opportunity to revisit this after a year, as set out in the report.  | Please see Agenda plan - scheduled for Nov/Dec 2012  | ✓                |
| 127* | Jan to Mar 12        | From the RCC Annual Review - will Roman House generate car park revenue?  | Please see Mar 2012 report re Roman House  | ✓                |
| 128* | Jan to Mar 12        | From the RCC Annual Review - have charges been signed off for the area which the cinema will take over  | Please see RCC Update Report   | ✓                |