

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
144*	Oct-Dec 2011	New Interim Head of Property Services started on 1 Feb 2012.	For comment only.	✓
145*	Oct-Dec 2011	Water penetration procedure - the letters to update residents on the cause of a leak seem to be being sent out sporadically. Letters not being sent out could lead to complaints and problems caused by residents making late insurance claims.	Future developments with the Orchard repairs system may mean that work orders can be linked to a system to automatically prompt a water penetration letter being sent out.	
146*	Oct-Dec 2011	Overdue contractor orders which have missed the target date - TS to review these on a regular basis and follow up with the contractors.	The Repairs Manager prints and reviews overdue work lists on a weekly basis.	✓
147*	Oct-Dec 2011	Unresolved issues list - BEO and TS to review and update on a weekly basis.	For comment only.	✓
148*	Oct-Dec 2011	Repairs and Maintenance contract - new contract due to commence May 2012 for 1 year with option to extend for 6 month period (depending on contractor).		