

(COMMITTEE)

APPENDIX 5
SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
109	Jul - Sep 10	Some new planting (in Thomas More lawn) has died off due to a lack of watering in the summer. When will these plants be replaced (at no cost to the Barbican)?	Plants to be replaced Spring 2012.	
117*	Apr - Jun 11	Resident Survey - common theme - lake still suffers from weed and algae.	Lake much improved but see comment 120.	✓
120*	Jul - Sep 11	Resident comment - fountain/waterfall is very weedy at the moment	OS officers currently attending.	
121*	Jul - Sep 11	Thomas More Lawn - bamboo still present despite at least 2 sprayings. OS to offer further solutions.	Remaining bamboo dug out. Pruning of shrubs ongoing.	✓
122*	Oct - Dec 11	The scaffolding across the estate has caused problems for the tubs in various locations.	For comment only.	✓