

APPENDIX 1**SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2010**

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
108	Oct-Dec 2008	Cost of Barbicanews queried including Officer costs per annum for 2 editions of newsletter. Is there any funding available?	Cost is included in the Service Charge. There is no funding available.	✓
120*	Jul-Sept 2009	Fire Safety - procedure to be confirmed for balcony clearance.	The BEO have received guidance and advice from the London Fire Brigade and the Comptroller and City Solicitor regarding fire escape routes along balconies and the enforcement of the procedures. Letters were sent to residents in March.	✓
121	Oct-Dec 2009	SLA and RIP booklet to be reviewed for Frobisher Crescent by the BEO.	The SLA and RIP booklet has been reviewed by the HO and ES Manager and a variations supplementary sheet has been produced.	✓
123*	Oct-Dec 2009	BEO Directorate to establish how the outcome of the RTA status will affect resident consultation eg redecs/ colour choices/ lighting etc.	Update in BEO Update Report in Nov RCC papers.	✓
127	Jan-Mar 2010	KPI targets to be reviewed following Year End	Reviewed and agreed with the SLA working party	✓
131*	Apr-June 2010	Review KPI BECS3 target for the 'good' or 'very good' grade for the Mystery Shopper report to 85%	Comment only.	✓
133*	Jul-Sept 2010	BEO & BAC to produce protocol for all cross-over issues at Frobisher eg roof issues/ cleaning	A management protocol between the Barbican Centre and the BEO has been drafted and cureently being reviewed. Protocol to be sent for comment to RCC and BA Chairs. Included in 2011/12 BEO Business Plan.	✓
134*	Jul-Sept 2010	Residents Satisfaction Survey sent out in March 2011	Info only. Results to be printed in July edition of Barbicanews.	✓
135*	Jul-Sept 2010	All issues regarding commercial properties eg noise, refuse collections, postal deliveries etc to be highlighted to Commercial Manager and monitored by HOs	Info only.	✓
137*	Oct-Dec 10	BEO KPIs from April to include main KPIs to committee and local KPIs to SLA Working Party	Info only.	✓
		BEO Barbican Estate Office	* New Comment/Query and or Response/Action	
		TS Technical Services		

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		KPI Key Performance Indicators	COG Core Operational Group - Estate Services Manager, House Officers and Officers from Technical Services	
		SLA Service Level Agreement	BOG Barbican Operating Group - BEO Directorate, Head of Residential and Technical Services and Officers from TS	
		CPA Car Park Attendant	GAG Gardens Advisory Group	
		LP Lobby Porter	OS Open Spaces	
		ES Estate Services	RCC Residents Consultation Committee	
		RO Repairs Officer	ESM Estate Service Management	
		HO House Officer	DCCS Department of Children and Community Services	
		LHS Leasehold Services	DMT Departmental Management Team	
		BAC Barbican Arts Centre		