

## SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2010

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
87*	Apr - Jun 09	Common themes and trends from the 2009 Resident's Survey - cleaning - podiums not as good as other areas (issues with maintenance as well as cleaning noted)	New Cleaning Manager has reviewed the cleaning schedules and a new schedule has been implemented focussing on areas and the use of the mechanical sweeper to see if improvements can be made without increasing hours or costs. To be reviewed in Feb 2011.	
93	Oct - Dec 09	CPAs and LPs to monitor more closely (and take action where appropriate) the areas in car parks and bin areas where items are dumped by residents and contractors.	To be reiterated by Car Park Manager to all CPAs and LPs with telephone numbers issued.	✓
95	Jan - Mar 10	Chargehands now assisting with some Joint 6 weekly House Officer inspections	For comment only	✓
96	Jan - Mar 10	Flytipping still as issue in various areas across the estate.	See 93. Recent meeting with Cleansing Department where procedures for residents were reviewed and areas for collection reiterated. This will feature in the next Barbicanews.	✓
99	Apr - Jun 10	A House Officer has noticed a general improvement of standards within their blocks	For comment only	✓
100*	Apr - Jun 10	Procedures for accessing resident areas such as balconies to be reiterated to all affected staff.	Briefing by Cleaning Manager to her team has occurred. House officers to monitor	✓
101	Apr - Jun 10	Barbican Occupiers Group minutes requested to be forwarded to RCC Chair and BA Chair.	Minutes now passed on.	✓
103*	Apr - Jun 10	Any plans to review cleaning posts to be fed back to SLA WP.	Cleaning Supervisor post that becomes vacant in May 2011 will not be replaced.	
104	Jul - Sep 10	New/replacement window boxes/planters are to be charged for.	For comment only	✓
105*	Jul - Sep 10	Can the podium cleaning to incorporate some weeding? - this seems to have decreased this year.	Weeding now being carried out more regularly.	✓
106*	Jul - Sep 10	Resident comment - labelling of car park refuse bins needs to be improved with clearer labelling of the general refuse, recycling and food waste bins.	Cleaning teams to label the bins more effectively	
107*	Oct - Dec 10	Winter snow clearance went extremely well this year. Cleaning team was very well organised.	For comment only.	✓
108*	Oct - Dec 10	Rough sleepers in various areas of Barbican noted by residents and staff. Increase in numbers? To be reported to Police and CoL team.		