APPENDIX 4

SERVICE LEVEL AGREEMENT REVIEW - MAJOR WORKS 2010

			INLVIEW - MAJOR WORKS 2010		
	REVIEW PERIOD	<u>COMMENT/QUERY</u>	RESPONSE/ACTION	COMPLETED	
		A number of consistent complaints about the same issues (leaks	An outline of the Asset Maintenance Plan was sent to resident reps		
		from barrel roofs, leaks from balcony linings, concrete spalling from	in June 2010. RCC Resident Working party has been formed and		
		parapet walls) what is being done long term to deal with these	the first meetings were held in Nov 2010 and February 2011.		
57	Oct-Dec 2008	common trends?	Included in 2011/12 BEO Business Plan.	✓	
			TS have supplied a list of roof guarantee expiry dates which has		
64	Apr-June 2009	List of expiry dates for all roof guarantees to be supplied.	been presented to the RCC.	\checkmark	
	<u>'</u>	3 11	'		
		TS to investigate the possibility of including a rolling programme of	May be included in the Asset Maintenance Plan. The cyclical drain		
66	Jul-Sept 2009	annual inspections for the roofs in the Asset Maintenance Plan.	clearance programme also includes drains on the roofs.	✓	
00	Jui-Sept 2009	annual inspections for the roots in the Asset Maintenance Flan.		V	
			Cyclical drainage programme identifies issues which are then		
			attended to. March 2010 - Willoughby House roof has been		
			inspected by TS all sound just roof covering is dirty, top floor flats		
		Technical Directorate to implement a protocol to be used 1 year prior	· ·		
		to the expiry of roof guarantees (to include a condition survey and to	establish whether there are any water penetration issues - there		
		contact top floor residents to establish whether there are any	have been 2 responses from residents. Cromwell no letter required -		
69	Jul-Sept 2009	outstanding faults to be attended to).	no flats affected.	✓	
		Redecoration surveys for the 2009/2010 redecorations projects have			
		missed the KPI target to be sent out within 1 month of completion of			
73	Jan-March 2010		Comment only.	\checkmark	
		Outstanding issues/complaints list - the majority of the unresolved	In comparison to the repairs and maintenance issues. Comment		
74	lan-March 2010	issues on this list are related to Major Works / roofs.	only.	\checkmark	
/ -	Jan-March 2010	•		,	
		Podium tiling - repairs carried out by Environmental Services sub	Meeting held between Head of Development and Projects and		
		contractor - some repairs are of poor quality and the contractor also	Environmental Services to discuss issues. Feedback given to		
l	A 1 0010	abandons materials and equipment on the podium for extended	Environmental Services (there may be some budget constraints on		
75	Apr-June 2010	periods of time.	some repairs). BEO to continue to monitor.	V	
				./	
76	Apr-June 2010	Cromwell Tower lobby refurbishment now under way.	For comment only.	v	
		2010/2011 redecorations project. External redecorations started in			
77	Apr-June 2010	July 2010.	For comment only.	✓	
			The contract is with the City of London and may be invoked by		
78	Jul-Sept 2010	Who does the roof guarantee belong to?	Technical Services.	\checkmark	
	541 55pt 2510	Time deed and reor guarantee belong to.	1001111001 00111000.	-	

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		Communication between sections in the TS department needs to be improved when dealing with responsibility for crossover issues (MW			
80	Jul-Sept 2010	and R&M). Lack of communication and ownership on certain issues can result in complaints from residents and issues not being resolved in a timely fashion.	To be considered as part of the restructure. Head of Community and Technical Services has been appointed and is reviewing the technical structure.	✓	
81	Oct-Dec 2010	2010/11 redecorations project went well. Positive feedback for the contractors and the clerk of works.	For comment only.	✓	
82*	Oct-Dec 2010	Cromwell Tower lobby refurbishment complete and in the snagging phase.			

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