

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2010

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
21 + 52*	Jan-Mar 2006	Right To Repairs sheet – could be misconstrued/misunderstood.	To be amended when the new repairs system is introduced - anticipated that the Orchard repairs system should be in place in April 2011. and the right to repair sheet will be amended at this time	
42*	Apr-June 2006	Timescales of repairs changed from 28 Days to 28 Working Days? WP position is that repairs should be carried out within 1, 3, 5 or 20 working days.	Timescales can be amended as requested to 1, 3, 5 or 20 working days. These timescales have been included in the documents that are going to tender in Feb 2011 with an anticipated start date of June 2011 for the repairs service. The specification for the new Repairs & Maintenance contract states that the Barbican Estate will be using Orchard and that the contractor will develop an interface with Orchard (in order that individual contractors utilise electronic systems).	
75	Oct - Dec 2007	Availability/Number of surveyors - surveyors to assess work to be carried out rather than contractors.	There is a newly formed Technical Directorate which consists of The Head of Asset Management, Head of Repairs and Maintenance and the Head of Development and Projects who all report into the Housing Services Director. Resources issue - to be followed through during the process of the restructuring of TS which will await the senior management restructuring which includes the Technical Directorate. Structure to be place by April 2011.	✓
103	Oct-Dec 2008	A number of consistent complaints about the same issues (leaks from barrel roofs, leaks from balcony linings, concrete erosion from parapet walls) what is being done long term to deal with these common trends.	The Asset Maintenance Plan will be developed over the coming year and will include surveys of key components. The initial stage will be to build on current records and a stock condition survey will be completed by the end of year - following this TS to compile a list in the next financial year of key projects to progress. RCC Resident Working party has been formed and remit agreed - first meetings held in Nov 2010 and February 2011. Included in 2011/12 BEO Business Plan.	✓
107*	Jan-March 2009	As the maintenance partnering contract will not be transferred to the Barbican - what are the plans for the continuation of the maintenance service.	A specification has been prepared. Consultant has provided projections of costs, these have been market tested and the contract has been checked by the COL legal department. Due to go to tender in Feb 2011 with an anticipated start date of June 2011 for the repairs service.	

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112*	Apr-June 2009	Common themes and trends from the 2009 residents survey - light bulb replacement - 7 working days is too long to wait for light bulbs to be replaced.	Where there is no additional lighting present bulbs will be changed within 1 working day. The 7 working day target will be changed to 5 working days in line with the revised timescales of 1, 3, 5 and 20 working days for the repairs service due to start in June 2011.	
120	Oct-Dec 2009	Lights in lift cars - timescale for replacement of bulbs - it often takes many weeks for these light bulbs to be replaced.	TS to progress this matter with the lift maintenance company. Separate recording list set up for reporting lights out in lift cars and a new KPI introduced to monitor timescales.	✓
124	Jan-March 2010	Is the RO monitoring work done dates in a structured way with weekly reports being issued to contractors?	No - not in a structured way - but the does RO input work done dates and chases individual work orders. The new repairs computer system and maintenance contract will have the facility to produce work overdue lists. A new procedure has been drawn up and Senior Technical Officers will ensure that the targets and actions listed will be implemented	✓
125*	Jan-March 2010	When was the balcony and roof repairs contractor last market tested for cost and value for money?	This forms part of the procurement review and TS are currently analysing orders issued to individual contractors. A list of suppliers with the highest spend have been identified which includes the balcony and roof contractor and Technical Services have been carrying out market testing - results anticipated March 2011.	
127	Apr-June 2010	What are TS's plans for the induction procedure for the new maintenance contractors.	TS surveyor will induct the new contractors. There may be an overlap between the new contractors starting on site and the existing contractors leaving.	✓
128	Apr-June 2010	New RE's - good introduction and the new RE is settling in well and has received positive feedback from residents.	For comment only.	✓
129	Apr-June 2010	Resident complaint regarding notification from TS and lack of communication following a report of water penetration into their property.	BEO and TS have reviewed this and a protocol put in place to ensure that results of investigations into water penetration are communicated to residents. Trial period of new protocol started in Feb 2011.	✓
130	Jul-Sept 2010	The Barbican repairs service is now being run by the BEO reception team which will probably continue until early 2011.	For comment only. Repairs line calls being taken by TS.	✓

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132	Jul-Sept 2010	Communication between sections in the TS department needs to be improved when dealing with responsibility for crossover issues (MW 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.	✓
133*	Oct-Dec 2010	Buildings Insurance Claims - clarification needed as to whether residents will be required to arrange their own redecorations following water penetration from a Landlord's service or from a common area of a block.	BEO Directorate have confirmed that residents will be required to arrange their own insurance claim redecorations.	✓
134*	Oct-Dec 2010	Resident comment - calls/messages to the repairs line not always responded to.		