

**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>
<b>120*</b>	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. Balcony and lobby inspections commenced in May.	✓
<b>133*</b>	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 currently being reviewed. Protocol to be sent for comment to RCC and BA Chairs. Included in 2011/12 BEO Business Plan.	✓
<b>134*</b>	Jul-Sept 2010	Residents Satisfaction Survey sent out in March 2011	Info only. Results to be printed in July edition of Barbicanews.	✓
<b>135*</b>	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.	✓
<b>137*</b>	Oct-Dec 10	BEO KPIs from April to include main KPIs to committee and local KPIs to SLA Working Party	Information only.	✓
<b>139*</b>	April-June 2011	How are the House Officers charged? Is there a cap on additional hours and how is it charged? When House Officers attend meetings, do they represent the residents or the landlords interest?		
		BEO Barbican Estate Office	* New Comment/Query and or Response/Action	
		TS Technical Services		
		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		

(Committee)

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