

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2011

	<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.	TS to provide further information on this form as to which repairs relate to Long and Short Leaseholders. These changes can be carried when the new Orchard computer system has been installed. Orchard system will be in place in May 2011 - changes to follow this.	
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 and this forms part of the tendering process for the repairs service which will include the timescales 1, 3, 5 or 20 working days. The specification for the new R&M 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). Orchard will be in place by end of May 2011. Still awaiting an update on timescales for the R&M contract tender and start date.	
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 for the repairs service.	
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 due in June.	
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.	Now agreed - residents to arrange their own redecorations on the Buildings Insurance. Information to be updated in the next edition of Barbicanews.	✓
134*	Oct-Dec 2010	Resident comment - calls/messages to the repairs line not always responded to.	Feedback passed to TS. New trial KPI to be introduced to measure satisfaction with calls to the repairs reporting line.	✓
135*	Jan-March 2011	AGM comment - Tower blocks - ongoing issues with cooking smells in the hallway and bathrooms of some flats - could this be linked to the lifts transferring smells between floors?	Residents should report problems to the repairs line - TS confirm that smells can travel but this isn't directly linked to the lifts.	✓

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137*	Jan-Mar 2011	With Crossrail works due to start imminently there may be an increased number of residents concerned about cracks in walls and floors of flats. TS to confirm whether inspection of cracks within sold properties is a repairs service that is offered?	When reported TS will inspect cracks within flats and will carry out repairs to structural cracks. Non structural plaster cracks are the responsibility of the Long Lessee to attend to.	✓