

APPENDIX 1**SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2011**

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
120	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 2011. Balcony and lobby inspections commenced in May 2011. Senior officers liaising regarding the next stage.	
137	Oct-Dec 10	BEO KPIs from April to include main KPIs to committee and local KPIs to SLA Working Party	Information only.	✓
139*	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?	This is currently being reviewed pending changes to job descriptions and the restructure. The proposed apportionments can be available for the SLA working party. What items are apportioned to Landlord's account to be presented to Jan 2012 W/P meeting.	
141*	April-June 2011	Following the restructure, should the SLA booklet be reviewed?	To be discussed with Estate Services. Changes to working targets and the addition of Frobisher may make this necessary.	
145*	Jul-Sept 2011	Issues with getting the KPIs for mail deadlines from the reception team.		
146*	Jul-Sept 2011	Mail deadline KPIs are very low, and new procedure is to be started to improve the response times.		
		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	

(Committee)

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		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	CGM City Gardens Manager	