

(COMMITTEE)

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2011

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
87	Apr - Jun 09	Common themes and trends from the 2009 Resident's Survey - cleaning - podiums not as good as other areas (issues with maintenance as well as cleaning noted)	Car Park and Podium cleaning KPIS have both improved in the last quarter.	✓
103	Apr - Jun 10	Any plans to cut posts to be fed back to SLA WP.	Cleaning supervisor post that becomes vacant May 2011 has not been replaced.	
108	Oct - Dec 10	Rough sleepers in various areas of Barbican noted by residents and staff. Increase in numbers? To be reported to Police and CoL team.	Car Park Attendants to be reminded that they should not be moving on rough sleepers - rather the police should be called	✓
109	Jan - Mar 11	AGM comment - pink card delivery at the weekends would be very useful.	This does already happen for perishable deliveries, but it's not feasible to expand the service further at this time.	✓
110	Jan - Mar 11	AGM comment - window cleaning. Difficult to reach areas are sometimes missed. Eg the very bottom of the external side of balcony glazing.	Reiterated to Window Cleaners.	✓
111	Jan - Mar 11	AGM comments - very positive feedback received regarding block cleaning.	For information only.	✓
112	Jan - Mar 11	BA AGM comment - podium cleaning in particular, the side wall and underlighting, is in need of cleaning.	Cleaning Manager informed.	
113	Apr - Jun 11	Lift Trapping Procedures - reiterated to all Estate Concierge	For information only.	✓
114*	Apr - Jun 11	Resident Survey - common theme - Block cleaning of a very good standard with very helpful and polite cleaners	Cleaning Manager informed.	✓
115*	Apr - Jun 11	Resident Survey - common theme - Car Parks look neglected and are not cleaned to desired standard or frequency	Cleaning Manager informed.	
116*	Apr - Jun 11	Resident Survey - common theme - Window Cleaning - tops of windows and balcony glass seem to be missed. Privacy screens not closed properly following their visit.	Window Cleaner contractors informed.	
117*	Apr - Jun 11	Resident Survey - common theme - Estate Concierge - service is invaluable and the staff are incredibly helpful.	Car Park and Security Manager informed.	✓
118*	Apr - Jun 11	Some motorcycle bays appear to be too small or too awkward to negotiate in and out of?	Now reviewed by Car Park Manager - all bays are considered suitable.	✓
119*	Jul - Sep 11	Residents and staff experiencing problems with bulky waste collection - Cleaning Manager to clarify procedure with Cleansing.	For comment only.	✓