

APPENDIX 4

SERVICE LEVEL AGREEMENT REVIEW - MAJOR WORKS 2011

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>	
82*	Oct-Dec 2010	Cromwell Tower lobby refurbishment complete and in the snagging phase.	An updated snagging list has been issued to the contractors following a meeting with the House Group in July. As of Oct 11, 3 snagging items outstanding and TS actively chasing for them to be completed with the architects.		
83	Jan-March 2011	7th floor roof terrace doors on some of the terrace blocks - should the wooden exit doors be more frequently decorated than the regular 7 year cycle for the remainder of the block?	Roof consultant will complete a survey of roof terrace doors including a review of the maintenance regime and will then report back to TS.		
84	Jan-Mar 2011	Lift doors are not included within internal redecoration projects. Listed Building Consent may be required for some blocks on the estate if the lift doors are to be sprayed a different colour.	For information only.	✓	
86	April-June 2011	Internal/External redecoration project 2011/12 is commencing in August with the external works being carried out first. External - Thomas More, Mountjoy, Postern and 1&2 Wallside. Internal - Lauderdale, Andrewes, Seddon and Bryer.	For information only.	✓	
87	April-June 2011	Common themes and trends from the 2011 residents survey - redecoration projects - more attention to detail needed. Snagging and defects not always attended to - for example paint spillages and dribbles.	Checks that are required at each stage before progressing to the next stage are to be reiterated to the contractors via the contract instructions. A complete snagging list to be drawn up prior to practical completion and all snagging to be completed within one month of practical completion. More thorough snagging lists to be used and circulated to relevant officers.	✓	
88*	April-June 2011	Tower blocks - concrete spalling - TS are arranging for surveys to be carried out to the 3 tower blocks. Any necessary remedial works will be carried out following the surveys.	A notice has been displayed in the tower blocks updating residents on the condition surveys. Further information to be provided prior to works starting. Tenders for the survey - returned August - second stage consultation September. Notice to go to tower residents before the project starts. Work commencing November 2011. TS are liaising with Built Environment Department for road closures.		
89*	July-Sept 2011	New contractors AC Beck are doing well with the redecoration projects on Thomas More, Mountjoy and Postern.			

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