

(COMMITTEE)

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2011

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
109	Jul - Sep 10	Some new planting (in Thomas More lawn) has died off due to a lack of watering in the summer. When will these plants be replaced (at no cost to the Barbican)?	Plants to be replaced Autumn 11	
110*	Jan - Mar 11	The newly created Fann Street Wildlife Garden pond is already looking very attractive and is a key feature fo the garden.	For comment only.	✓
111*	Jan - Mar 11	AGM comments - Beech St Gardens looking particularly beautiful this spring.	For comment only.	✓
113*	Jan - Mar 11	Thomas More Lawn north bed. All bamboo has now been removed and all plants have been substantially pruned back. This is part of a long term project in conjunction with the GAG, for this bed with the possible addition of some new shrubs and the heavily pruned back shrubs developing and regrowing.	For comment only.	✓
114*	Jan - Mar 11	To provide the SLA W/P with Listed Building Advice referring to gardens	Now provided to BEO.	✓
115*	Apr - Jun 11	Changes within Open Spaces Dept have led to Acting City Gdns Manager	For comment only.	✓
116*	Apr - Jun 11	Resident Survey - common theme - gardens well maintained with beautiful planting.	For comment only.	✓
117*	Apr - Jun 11	Resident Survey - common theme - lake still suffers from weed and algae.		
118*	Apr - Jun 11	Some planters appear to have been missed in the last plant changeover. Already discussed with OS to ensure this doesn't happen again.	For comment only.	✓
119*	Jul - Sep 11	Access to hanging gardens an issue due to safety equipment issues. Open Spaces dealing.	Now addressed with equipment and testing. OS maintaining hanging gardens.	✓
120*	Jul - Sep 11	Resident comment - fountain/waterfall is very weedy at the moment		
121*	Jul - Sep 11	Thomas More Lawn - bamboo still present despite at least 2 sprayings. OS to offer further solutions.		