

**CUSTOMER CARE**

<b>Quarter</b>	<b>Source</b>	<b>COMMENT/QUERY</b>	<b>RESPONSE/ACTION</b>	<b>COMPLETED</b>
251 Jul - Sep 19	SLA	Could the Barbican website be advertised in Bulletin more?	Communications Officer to review.	
250 Jul - Sept 19	Res Surv	A great deal of praise was received for Michael at the BEOs reception desk.	For comment only. ✓	✓
249 Jul - Sept 19	HO	Increased House Officer time taken with "Adults at Risk" across the Estate. The Home Improvements Pack has been revised. This follows the new protocol for Landlord's Approvals being issued at the end of any project for leaseholder alterations to protect the fabric and integrity of the building. The new booklet is now ready to disseminate.	For comment only. This is a concern that other departments could be relying too heavily on the Estate Management. This is recorded as a Landlord item. ✓	✓
248 Jul - Sept 19	HO		For comment only. ✓ Meetings held in September 2019 with departments/officers who feed into the the SLAs. Reviewing comments from the survey, looking for common themes and ways to improve. ✓	✓
247 Jul - Sept 19	HO	Residents' satisfaction survey.	On hold due to other priorities & current resources.	
236 Jul - Sept 18	HO	Review of SLA booklet.  Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily GAG Gardens Advisory Group CPA Car Park Attendant	PS Property Services LL/SC Landlord/Service Charge cost	

## **CUSTOMER CARE**

LP Lobby Porter

BAC Barbican Centre

Source of comments:

HO House Officers

RCC Residents Consultation Committee

RCC ? RCC Pre Committee Question

DCCS Department of Children & Community Services

BOG Barbican Operational Group - senior officers from BEO and Property Services

COM Complaint

SURV Survey

HGM House Group Meeting

AGM House Group Annual General Meeting

**ESTATE MANAGEMENT**

<b>Quarter</b>	<b>Source</b>	<b>COMMENT/QUERY</b>	<b>RESPONSE/ACTION</b>	<b>COMPLETED</b>	
253	Jul-Sept 19	SLA	Window boxes and irrigation systems. Could the Estate install a universal system along the railings?	Perhaps the Barbican Association would be a more appropriate forum for this in the first instance? BEO stance is that extra water on the balconies is not be encouraged.	✓
252	Jul -Sept 19	Res Surv	Lots of praise received for the Car Park Concierge and Lobby Porters; as well as the Cleaners.	This has been fed back to the team.	✓
251	Jul-Sept 19	HO	Car Park Bike amnesties.	Commenced with Cromwell Tower. 19 Bikes removed, other car parks to follow. After a significant blockage in Andrewes House reminders were sent out about wet wipes and other products being flushed down the wcs and Garcheys. Officers to speak with the City's Department for the Built Environment about this ongoing issue. Can "flushable wipes" be banned?	✓
250	Jul-Sept 19	HO	Residents use of wet wipes etc. causing blockages in services.	For comment only. Resident comments received as well as improved KPIs.	✓
249	Jul-Sept 19	HO	Car park cleaning has noticeably improved.		✓

**REPAIRS & MAINTENANCE**

Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
225	Jul-Sept 19 SLA WP	Urgent repairs KPI has fallen off. Why specifically Priority 1?	To raise at next BOG meeting with senior Property Services Officers. An article has already featured in the Friday Bulletin. The Senior Resident Engineer is also writing a further article detailing what they do and examples of their out-of-hours service/"call outs". A number of residents don't actually realise the out-of-hours service follows their day job at 5.00pm.	✓
224	Jul-Sept 19 Res Surv	Resident Engineers/Duty Managers - the survey demonstrated that many respondents were not aware of this service or how to contact if required. Training given to new members of the Property Services team regarding how to handle calls concerning the Background Underfloor Heating system.		✓
223	Jul-Sept 19 PS	House officers are being notified about forthcoming works to balconies/roofs so they can communicate this information to residents in adjacent flats	For comment only.	✓
222	Jul-Sept 19 HO/PS	BEO expect to check the delivery/cost of 15% of repairs. Would reporting the level achieved provide a visible KPI that the cost of repairs is being monitored?	For comment only. It is possible to add in an extra KPI that will demonstrate what proportion of the 15% checked passed or failed inspection. This will be in place for Oct - Dec 19.	✓
221	Apr - Jun 19 Res	Repairs feedback forms are sent to residents requesting such repairs and detailing the work to be done. The return of these forms after completion of the works is expected to indicate resident satisfaction that the work has been done and is satisfactory, as far as the resident can see. Is this a poor measure of control? The work is frequently done weeks after the request and it is not clear to the resident that the form has any significance in terms of costs which may then be charged to them through the service charge. It is understood that because the 15% check may focus more on larger cost items these lower cost items are more likely to fall outside those checks.		
220	Apr - Jun 19 Res		The BEO is due to "Go Live" on a new Housing Management System over the next 6 months. It is expected that this system will enable a survey to be sent to residents at the end of the work with an accurate cost attached. SLA WP will monitor further.	

## REPAIRS & MAINTENANCE

Agreed that BEO would monitor the level of service over 6 months before we remove it from the license and seek alternative contractors. The results of this review was that some residents are noticing that there are some isolated TV concerns, which were being resolved via the use of amplifiers. Broadband Service was generally very good. The monitoring period has been extended for a further 6 months until November as reported to the RCC on 10 June 2019. **There have been less issues during this review period.** ✓

212 Apr - Jun 19 HO and res VFM TV and broadband service.

Several new staff members at the Repairs Call Centre. HOs have noted some priority assignment issues when raising orders.

219 Apr - Jun 19 HO & PS

**To be raised at next Barbican Operational Group meeting. Extra training has been given.** ✓

## MAJOR WORKS

	<b>Quarter</b>	<b>Source</b>	<b>COMMENT/QUERY</b>	<b>RESPONSE/ACTION</b>	<b>COMPLETED</b>
168	Jul-Sept 19	SLA	Rubbish being left after tank replacement project. To be reiterated to contractors.	An Issues list for this project is in place and reviewed regularly by the House Officers.	
167	Jul-Sept 19	HO/PS	Following comments from residents, Tower concierges are now being provided with a copy of letters regarding major projects (e.g. tank replacements) taking place.	For comment only.	✓
166	Jul-Sept 19	HO	External redecorations now complete for Seddon House and Lambert Jones Mews. Redecorations satisfaction survey have been sent for resident feedback. Following the ongoing tank replacement project a new procedure has been introduced to ensure drains/valves are checked before tank work commences. An issues list for this project is in place and reviewed regularly by the HOs.	For comment only.	✓
165	Jul-Sept 19	HO/PS	Internal redecoration works for 17/18 put on hold due to the possibility of front door replacement programme related to fire safety.	For comment only.	✓
152	Jul-Sept 17	PS		Communicated to the House Group Chairs only.	

## OPEN SPACES

<b>Quarter</b>	<b>Source</b>	<b>COMMENT/QUERY</b>	<b>RESPONSE/ACTION</b>	<b>COMPLETED</b>
191 Jul-Sept 19	HO	<p>The large bed by Breton House that was previously maintained by resident volunteers, has been handed back to Open Spaces. The gardeners have worked exceptionally hard in clearing and re-planting.</p>	For comment.	✓
190 Jul-Sept 19	HO	<p>New stairs in Barbican Wildlife Garden have been built and are complete. This allows the original entrance to the garden to be used. Following the recent unprecedented rain which caused a blockage near Brandon Mews, the overflow drains in the lakes are being monitored more closely and cleared by Open Spaces.</p>	For comment.	✓
189 Jul-Sept 19	HO	<p>Following some incidents where fish were stolen from the lake, new 'no fishing' signs are due to be installed.</p>	For comment.	✓
188 Jul-Sept 19	HO	<p>New garden recycling still has some issues and needs further publicity (locations, where soil can go).</p>	For comment. The Police have arrested 2 people for poaching from the public access area to Wallside lake. Officers from the City's Cleansing Department are putting together a proposal to undertake another trial, subject to interest from residents, to collect garden waste next year. However, the proposal to undertake the trial is subject to Port Health and Environmental Services Committee approval. The success of the trial will be measured by level of participation in the trial and the weight and quality of the garden waste collected.	✓
177 Apr - Jun 19	SLA			

### Appendix 6. Barbican KPIs 2019-20

Title of Indicator	TARGET 2019/20	ACTUAL 2017/18	Jul - Sept 2018	Oct to Dec 2018	Jan to Mar 2019	Apr to June 2019	Jul - Sept 2019	PROGRESS AGAINST TARGET	COMMENT
<b>Customer Care</b>									
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	100%	100%	100%	100%	100%		
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%	100%	100%	96%	100%	100%		
To resolve written formal complaints satisfactorily within 14 days	100%	100%	100%	100%	100%	100%	100%		7 complaints
<b>Repairs &amp; Maintenance</b>									
% 'Urgent' repairs (complete within 24 hours)	95%	99.8%	98%	97%	99%	95%	94%	☹️	133 completed within time & target (8 completed out of target) 94.3%. Ongoing review by BEO (see appendix 3 issue 225)
% 'Intermediate' repairs (complete within 3 working days)	95%	99.3%	98%	97%	98%	96%	93%	☹️	
% 'Non-urgent' repairs (complete within 5 working days)	95%	99.0%	97%	96%	96%	96%	95%	☺️	
% 'Low priority' repairs (complete within 20 working days)	95%	98.2%	97%	91%	91%	94%	91%	☹️	



Title of Indicator	TARGET 2019/20	ACTUAL 2017/18		Jul - Sept 2018	Oct to Dec 2018	Jan to Mar 2019	Apr to June 2019	Jul - Sept 2019	PROGRESS AGAINST TARGET	COMMENT
Availability % of Barbican lifts	Tower lifts 99%	Tower lifts 99%	99.34%	99.42%	98.23%	99.51%	99.36%	☺		
	Terrace lifts 99%	Terrace lifts 98.9%	99.27%	99.74%	99.71%	98.80%	98.52%	☹	A lift in Willoughby House was out for an extended period. This has now been resolved and tested. (Intermittent faults which were hard to trace.)	
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	96%	87%	87%	92%	92%	94%	☺		
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% Partial 90%	Total 100% Partial 98.5%	N/A	Total 100% Partial 97.87%	Total 100% Partial 100%	N/A	N/A	0%		
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%	0%	0%	0%	0%	0%	0%		



Title of Indicator	TARGET 2019/20	ACTUAL 2017/18	Jul - Sept 2018	Oct to Dec 2018	Jan to Mar 2019	Apr to June 2019	Jul - Sept 2019	PROGRESS AGAINST TARGET	COMMENT
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	95%	86% MJ 78% TMH	N/A	N/A	N/A	N/A		
<b>Short Term Holiday Lets</b>									
Possible STHL reported to BEO because of noise or nuisance	NA	NA	0	1	0	0	0		
STHL reported to BEO after being found on a website and being investigated	NA	NA	3	0	1	1	5		
STHL at Stage 1	NA	NA	2	0	0	0	0		
STHL at Stage 2	NA	NA	0	0	0	0	0		
<b>Lease Enforcement cases</b>									
Number of officer cases regarding breaches of lease (specifically installation of wooden floors/non-carpeted floors and animals)	NA	NA	0	1	4	1	0		
Number of cases outstanding.	NA	NA	2	1	3	1	1		