

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2012

| | <u>QUARTER</u> | <u>COMMENT/QUERY</u> | <u>RESPONSE/ACTION</u> | <u>COMPLETED</u> |
|-----|----------------|---|--|------------------|
| 159 | Oct-Dec 2012 | The Q&A format of communication eg Beech Gardens Project has worked well and should be used again for other updates. | Ongoing. | ✓ |
| 160 | Jan-Mar 2013 | The Cleaning Team Staff Room is moving to the BEO. This will allow for better communication and supervision of the team. | For comment only. | ✓ |
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| | | Quarter - at the end of each quarter issues are raised by the House Officers and SLA Working Party which are then presented to service providers | | |
| | | Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily | | |
| | | SLA Service Level Agreement | CGM City Gardens Manager | |
| | | CPA Car Park Attendant | GAG Gardens Advisory Group | |
| | | 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 | SRM Sir Robert McAlpine | |
| | | COG Core Operational Group - Barbican Estate Manager, Resident Services Manager & House Officers and Officers from Property Services (PS) | PS Property Services | |
| | | BOG Barbican Operating Group - Barbican Estate Manager, Head of Property Services and Officers from PS | | |
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(COMMITTEE)

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2012

| | <u>QUARTER</u> | <u>COMMENT/QUERY</u> | <u>RESPONSE/ACTION</u> | <u>COMPLETED</u> |
|-----|----------------|--|--|------------------|
| 141 | Oct - Dec 12 | Skips on Lauderdale ramp to be there for a set time and not left to linger. | Officers made aware - BEO monitoring | |
| 142 | Jan - Mar 13 | Problems with alleged City Of London market research companies across the estate (door knocking, ID) | BEO investigating. | |
| 143 | Jan - Mar 13 | New Park & Text system implemented. | For comment only. 25% take up in first week. | ✓ |

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2012

| | <u>QUARTER</u> | <u>COMMENT/QUERY</u> | <u>RESPONSE/ACTION</u> | <u>COMPLETED</u> |
|------------|-----------------|---|---|------------------|
| 145 | Oct-Dec 2011 | Water penetration procedure - the letters to update residents on the cause of a leak seem to be being sent out sporadically. Letters not being sent out could lead to complaints and problems caused by residents making late insurance claims. | Reviewed and letters updated. Further monitoring following changes. | |
| 154 | April-June 2012 | PS need to prioritise work for contractors such as balcony linings where there is only a single contractor who can carry out a particular trade and the work is weather dependent. | PS reviewing. Additional contractor now agreed. | ✓ |
| 160 | Jan - Mar 13 | Quotations from Metwin - taking too long | Now resolved with contractor. | ✓ |
| 162 | Jan - Mar 13 | Mini trial of ventilation cleaning being carried out in Shakespeare Tower. | for comment only. | ✓ |
| 163 | Jan - Mar 13 | Asset Maintenance WP - more detail about the actual assets and current cyclical programmes to be forthcoming. | | |

(COMMITTEE)

APPENDIX 4

SERVICE LEVEL AGREEMENT REVIEW - MAJOR WORKS 2012

| | <u>QUARTER</u> | <u>COMMENT/QUERY</u> | <u>RESPONSE/ACTION</u> | <u>COMPLETED</u> |
|-------------|-----------------------|--|---|------------------|
| 88 | April-June 2011 | Tower blocks - concrete spalling - PS are arranging for surveys to be carried out to the 3 tower blocks. Any necessary remedial works will be carried out following the surveys. | Remedial work still to be carried out subject to consent. Works Update letter to all Tower residents by 18/01/13. Meeting with planners to press to do work under LBC guidelines. Meeting to be held with Town Clerks/Legal and BA to discuss charging. | |
| 94* | Jan-March 2012 | Concrete survey - are other blocks to be tested? | The programme of concrete testing will be expanded to the terrace blocks later in Spring 2013. Works to MJH and Breton House deferred, Feb meetings to update residents. Q&A with PS following meetings on 18.2. Q&A sent out March 2013. Low rise concrete testing is progressing. | |
| 99* | July - September 2012 | Redecs 2012/13 have now commenced. Project Communications Plan now being implemented. | Ongoing. | |
| 100* | Oct - Dec 12 | Condition Surveys for redecs project 2013/14 to be completed. | Have been completed, 1st stage consultation w/e 18.1.13. Meeting held on 18.4.13 to discuss with residents of Bryer/John Trundle and Bunyan Court. | |
| 102* | Oct - Dec 12 | 2013/14 redecs projects. Spec to be reviewed prior to going out to tender. BEO to be involved in this. | Lessons learned to be reviewed. New systems now in place will be explained in letter to all affected residents | ✓ |
| 103 | Jan-Mar 2013 | Resident Surveys post project - now being sent out electronically. | for comment only. | ✓ |
| 104 | Jan - Mar 2013 | Roof guarantee information - an article for barbicanews about next blocks to expire? | Summer newsletter - TBC | |

APPENDIX 5
SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2012

| | <u>QUARTER</u> | <u>COMMENT/QUERY</u> | <u>RESPONSE/ACTION</u> | <u>COMPLETED</u> |
|------|----------------|--|---|------------------|
| 126* | Apr - Jun 12 | Irrigation under BJH has been cut off by cinema project. | OS to hand water when and if required. | |
| 133* | Oct - Dec 12 | Concrete Planters @ Cromwell Tower and Lauderdale Tower. To speak with House groups about BEO's option of moving the larger concrete planters to replace the worn out smaller wooden tubs. | Feedback from Lauderdale that they should remain where they are. Cromwell would like 2 either side of entrance. | |
| 134 | Jan - Mar 13 | Lots of winter maintenance carried out plus planting up. Positive comments from residents received. | For comment only | ✓ |
| 135 | Jan - Mar 13 | St Giles planters (streetscene) planted up in March | For comment only | ✓ |