

# APPENDIX 1

## SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2014

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
156	April - June 2012	SC	House Officers sporadically receiving copies of complaint letters to PS.	BEO Manager attending PS weekly meetings which should improve communications but as the issue remains, further work needs to be done. PS responses to copy in the relevant HO.	
164	Apr - Jun 2013	SC	To review communication with off site long lessees (in terms of blockwide notices).	Currently being reviewed as part of the BEO Communications Strategy. Email address could also be used once this information has been gathered.	
168	Oct-Dec 2013	SC	PS are looking to use all the resident data to improve the service eg. sending water penetration letters to absentee landlords	Work is progressing with the data processing.	
170	Oct-Dec 2013	LL	Beech Gardens Project Communication Plan has been discussed and approved with the Project Board and is currently in operation.	Weekly bulletins going out, and Resident Meetings now quarterly due to lack of demand.	✓
171	Jan- Mar 2014	n/a	Extra column added to SLA action plans to clarify where these comments sit - is it a Landlords area or the Service Charge?	For comment only.	✓
172	Jan- Mar 2014	LL & SC	Changes to Barbican Estate Services team to include responsibility for commercial portfolio and common areas of the Estate.	For comment only.	
173	Jan- Mar 2014	LL & SC	HO role to also incorporate the Leasehold Services role eg lease enforcement, neighbour disputes, noise issues.	For comment only.	
			<b>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</b>		
			<b>Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily</b>		
			SLA Service Level Agreement	LS Leasehold Services	
			CPA Car Park Attendant	DCCS Department of Children and Community Services	
			LP Lobby Porter	COG Core Operational Group	
			ES Estate Services	BOG Barbican Operational Group	
			BAC Barbican Arts Centre	ESM Estate Service Management	
			OS Open Spaces	DMT Departmental Management Team	
			WP Working Party	PS Property Services	
			GAG Gardens Advisory Group	LL/SC Landlord/Service Charge cost	
			HO House Officers		

## APPENDIX 2

### SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2014

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
139	Oct - Dec 12	LL	Cromwell railings - to monitor if bicycles being locked on, is now more of an issue with the cinemas open.	BAC currently looking for funding for new bicycle railings outside the cinemas.	
144	Apr - Jun 13	LL	Following Resident Survey. Cleaning Manager reviewing podium cleaning levels/staffing at weekends	Supervisors are carrying out weekend inspections at the moment and staffing levels and cleaning frequencies will be altered accordingly.	
150	Apr - Jun 13	SC	Following Resident Survey. Handover to temporary concierge can be problematic.	BEO use a pool of regular agency staff who have all worked here before. Manual is available which covers all issues, but improvement is needed.	
152	Jul - Sep 13	SC	Cleaning Supervisors to pick up and action cleaning issues as outlined in inspection reports.	This has improved as each area is reviewed and issues highlighted	✓
154	Oct - Dec 13	SC/LL	Cleaning KPIs have dropped this quarter. Cleaning Manager to ensure action plans are followed.	KPIs for this quarter show that things are improving.	
155	Jan-Mar14	SC	Recruitment currently underway for 4 Estate Concierge and Tower Lobby Porters.	Completed May 2014	✓
156	Jan-Mar14	SC	League Table of cleaning results in Cleaners Mess Room has had a positive effect on the standards of cleaning.	For comment only	✓
157	Jan-Mar14	SC	Good feedback received from a number of AGMs about members of the cleaning team	For comment only	✓
158	Jan-Mar14	BAC	Lakeside Terrace - standard of cleanliness - especially BAC staff areas. Also outside Cote & Cinema café	BEO to speak with Street Enforcement Team plus organise meeting with BAC. Residents to mention at next BAC meeting	

## APPENDIX 3

### SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2014

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
145	Oct-Dec 2011	SC	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. A note is now added to the repairs system once a letter has been sent to a resident. Letters are being sent out more promptly.	
163	Jan - Mar 13	SC	Asset Maintenance WP - more detail about the actual assets and current cyclical programmes to be forthcoming	Draft Asset Management Strategy was discussed at the Jan 2014 WP meeting. Next WP meetings scheduled for June and rest of year.	
165	Apr - Jun 2013	SC	From Resident Survey. Communication and follow up from Repairs can be patchy.	Fed back to PS team. The raising of follow on orders following water penetration has improved and it easier to track these orders on the repairs system as further detailed information is being included on the leak investigation order.	
168	July - Sept 2013	LL	Podium tiling (Landlords items) are being reviewed and prioritised by BEO.	Priorities are Lauderdale Place, Defoe Place, Ben Jonson Highwalk, St Giles Terrace - scheduled works to most of these areas is nearing completion.	✓
170	Oct-Dec 2013	SC	Repairs Call Centre - issues with raising orders and updating feedback following leak investigations.	See point 165.	✓
171	Oct-Dec 2013	SC	Accuracy of water penetration letters can cause problems when incorrect information is sent out regarding the cause of a leak or what remedial work is planned to cure a leak.	See point 145 and 165.	✓
172	Oct-Dec 2013	SC	PS short staffed at moment. New Surveyor starting soon.	Surveyor for housing started March14.	✓
173	Jan - Mar 14	SC	Scaffolding - concerns have been raised with the method and construction of scaffolding on the estate. Are proper H/S practices being adhered to, is scaffolding being checked by PS?	Been reviewed by PS.	
174	Jan-Mar 14	SC	Scaffolding - when contractors identify that scaffolding may be required to resolve a leak communication on this needs to be improved as it can often be a period of a number of months before the scaffolding is actually constructed for the work.	Been reviewed by PS.	
175	Jan-Mar 14	LL	Electromagnetic survey was completed (for the aerial installations) in March14 to be circulated to House Group chairs of the tower blocks upon receipt of the report.	For comment only.	✓

**APPENDIX 4**  
**SLA AGREEMENT REVIEW - MAJOR WORKS 2014**

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
94	Jan-March 2012		Concrete survey - are other blocks to be tested?	The concrete consultants in their report on the Towers recommended that a programme of checks and tests be carried out on the low rise blocks. The initial investigation and making safe has been completed to Breton/Mountjoy. The report has been reviewed by the specialist consultant, John Broomfield, who has produced a specification and recommendations for remedial works. The specialist contractor is to provide a quotation for undertaking the necessary remedial works.	
113	Oct-Dec 2013	SC	2014/15 redecorations project is a large project with a number of blocks included - work is on-going with tendering. Condition surveys are complete.	Statutory consultation April 14.	
114	Oct-Dec 2013	SC	Scaffolding arrangements for redecoration projects are being reviewed. The scaffolding is going to be more precisely specified to prevent the issues encountered in 2013/14	Included in the tender documents is a precise specification for scaffolding.	
115	Oct-Dec 2013	SC	Redecoration project - where scaffolding is being used for inaccessible areas of a block - all other repairs in that area should also be covered.	PS project manager to prioritise repair works off the scaffolding and there is a contingency for additional works.	
116	Jan-Mar 14	SC	Pre start meeting for redecorations will be scheduled after the statutory consultation has been sent out.	Resident Meeting April 2014	
117	Jan-Mar 14	LL	Podium plinths Ben Jonson Place - the Dept. of the Built Environment, BEO and Planning Dept. are carrying out a joint exercise looking at a method for re-tiling these plinths so that the tiles remain stuck on which may involve a different design or shaped tile.	Discussions ongoing	

## APPENDIX 5

### SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2014

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
127	Jul - Sep 12	SC&LL	Various difficult to access areas - problems with safety equipment currently being reviewed.	Thomas More Hanging Gardens - quote from contractor. PS completing a Listed Building Consent application.	
				Frobisher Buttresses - a satisfactory method now found. Contractors will abseil in Spring 2014. One (possibly 2) visits per year.	
134	Oct - Dec 13	LL	Allotment project to be extended in the Spring	Now complete	✓
135	Oct - Dec 13	SC	Issues with OS contractors using loud machinery at weekends. OS Officers will monitor more carefully in future.	Now complete	✓
137	Jan- Mar 14	LL	Positive comments received about spring planting	For comment only.	✓
138	Jan- Mar 14	LL	Policy regarding squirrels has been confirmed and reiterated to residents (letters).	For comment only.	✓
139	Jan- Mar 14	SC	Reseeding and returning of areas of lawn discussed with OS. To be actioned in Spring.		

## Barbican KPIs 2013-14

Title of Indicator	Actual 2012/13	TARGET 2013/14	OCT- DEC 2012	JAN- MAR 2013		APR- JUN 2013	JULY- SEPT 2013	OCT- DEC 2103	JAN- MAR 2014	PROGRES S AGAINST TARGET	SUMMARY
<b>Customer Care</b>											
Answer all letters satisfactorily with a full reply within 10 working days	83%	<b>100%</b>	91%	98%		93%	92%	96%	96%	☹	2 letters were responded past the 10 day deadline
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	96%	<b>100%</b>	97%	100%		95%	100%	89%	96%	☹	1 email was responded to past the 10 day deadline
To resolve written complaints satisfactorily within 14 days	92%	<b>100%</b>	100%	100%		96%	97%	100%	100%	☺	
<b>Repairs &amp; Maintenance</b>											
% 'Urgent' repairs (complete within 24 hours)	98%	<b>95%</b>	97%	99%		97%	96%	98%	98%	☺	
% 'Intermediate' repairs (complete within 3 working days)	96%	<b>95%</b>	95%	98%		96%	98%	98%	97%	☺	
% 'Non-urgent' repairs (complete within 5 working days)	96%	<b>95%</b>	97%	97%		96%	97%	98%	94%	☹	Missed target by only 1% (16 out of 2026 orders)

% 'Low priority' repairs (complete within 20 working days)	95%	<b>95%</b>	95%	98%		98%	97%	96%	92%	☹	The period Jan to Mar 2014 has seen very bad weather, and despite contracting in additional roofing and drainage contractors, bad weather inhibited some works and affected overall performance for this quarter. It is not a general reflection on the overall repairs service
Availability % of Barbican lifts	<b>N/A</b>	<b>New Target</b>				Tower lifts 99.78%	Tower lifts 98.47%	Tower lifts 97.08%	Tower lifts 99.21%	☺	
						Terrace lifts 99.52%	Terrace lifts 99.27%	Terrace lifts 99.42%	Terrace lifts 99.06%		
Percentage of communal light bulbs - percentage meeting 5 working days target	<b>85%</b>	<b>90%</b>	87%	85%		83%	98%	96%	100%	☺	
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	<b>Total 74% Partial 92%</b>	<b>Total 90% Partial 90%</b>	Total 62% Partial 95%	Total 86% Partial 89%		n/a	n/a	Total 85% Partial 100%	Total 100% Partial 100%	☺	

Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	<b>Will 0%</b> <b>Ben J 0%</b> <b>Sed 0%</b>	<b>0%</b>	0%	0%		0%	0%	0%	0%	😊	
Replacement of lift car light bulbs - percentage meeting 5 working days target	<b>90%</b>	<b>90%</b>	94%	87%		85%	95%	83%	100%	😊	
<b>Estate Management</b>											
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	<b>94%</b>	<b>90%</b>	100%	82%		92%	87%	82%	97%	😊	
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	<b>91%</b>	<b>80%</b>	95%	97%		80%	94%	79%	95%	😊	

House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	94%	80%	97%	95%		92%	87%	96%	90%	😊	
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	94%	80%	100%	90%		97%	94%	84%	97%	😊	
<b>Open Spaces</b>											
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	94%	80%	100%	100%		100%	100%	100%	100%	😊	
<b>Major Works</b>											
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	96%	90%	n/a	n/a		n/a	n/a	95%	n/a	😊	