

APPENDIX 1

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
211	July-Sept 16	BEO	Committee Reports now have KPIs for Airbnb incidents	This will give a clear picture on the extent of the issue.	✓
210	July-Sept 16	BEO	Email broadcasts are now sent out on a Friday by House Officers. Emergency broadcasts will still be sent out when needed.	This is better for the team to manage and the feedback from the survey was that 1 weekly email was better.	✓
209	July-Sept 16	BEO	Paper survey is to be sent out to get feedback on the Information Point at Thomas More Car Park.	Paper survey for local blocks in December.	
208	Apr-June 16	BEO	On reviewing the Terms of Reference (TOR) for the new Leaseholder Service Charge Working Party it was noted that there was not a TOR for the SLA Working Party. A draft is to be enclosed for the SLA Working Party to review/provide comments.	SLA WP to review for October meeting.	
206	Apr-June 16	BEO	Large Baggage Store Survey has been sent out	Results were publicised.	✓
204	Jan - Mar 16	RCC	Frobisher Crescent leaseholders relationship with the Barbican Centre would be considered at the SLA WP meeting to find a way to improve the channel of communication between Frobisher Crescent and the Centre.	The RCC representative for Frobisher Crescent was invited to the SLA Working Party meeting in April to discuss how to improve communication with the Barbican Centre. Officers are progressing this with senior officers at the Arts Centre. Protocol has been agreed.	✓
203	Jan - Mar 16	Res	Underfloor Heating - procedure for switching on and off are different. Can this be discussed please and can it be formalised so switching on replicates switching off?	Reviewed at Autumn UFH working party meeting. Officers monitor weather forecasts, via sites (eg weather online and BBC), during the months of Sept/May with emphasis on overnight minimum temperatures in deciding whether to turn on/off the UFH.	
			Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily		
			GAG Gardens Advisory Group	PS Property Services	
			CPA Car Park Attendant	LL/SC Landlord/Service Charge cost	
			LP Lobby Porter	DCCS Department of Children & Community Services	
			BAC Barbican Centre	BOG Barbican Operational Group	
			Source of comments		

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			HO House Officers	COM Complaint	
			RCC Residents Consultation Committee	SURV Survey	
			RCC ? RCC Pre Committee Question	HGM House Group Meeting	
			RC Residents General Comments	AGM House Group Annual General Meeting	

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
195	July - Sep 16	SLA	<p>Additional Eyebolts. Please identify the "new H&S legislation" that requires extra eyebolts to be installed in Seddon House, starting on 26 October 2016.</p> <p>Was the need to do this work spotted by a member of the BEO team or was it brought to the BEO's attention by someone else, and if so who - eg the window cleaning contractor or City Surveyors?</p> <p>What was the approvals/scrutiny process within the Corporation for these works, ie does the Cleaning Manager have the authority to "commission" these works on her own, if not by what process was the expenditure, indeed the entire project, authorised and approved? On whose desk does the buck stop?</p>	Some aspects of window cleaning are covered by Working at Height regulations. The background to the installation of extra eyebolts around the Estate is that in November 2015, a new contractor was appointed. It was this contractor's responsibility to provide Risk Assessments and Method Statements (RAMS) for all tasks. After some initial issues, the new contractor got in a third party to complete all RAMS. These identified some risks in cleaning the high level "eyebrow" windows and roof level windows and suggested additional eyebolts to minimise the risk. This was then reviewed by the Cleaning Manager alongside the Departmental H&S Manager and a further external contractor. All agreed that the additional eyebolts should be installed.	✓
194	July - Sep 16	SLA	Additional Eyebolts. Which Barbican blocks (in addition to Seddon House) are affected? Are only particular parts of the blocks affected - eg just the roof areas or more than that?	Defoe House, Thomas More House, Mountjoy, Gilbert, Andrewes and Willoughby House. The additional eyebolts are to allow safe access to the 7th floor "eyebrow" windows as well as rooftop kitchen and bathroom windows.	✓
193	July - Sep 16	SLA	Additional Eyebolts. How much will the work cost, estate-wide, and how much will the periodic inspection cost increase by following the installation of the additional eye bolts?	In total £34,000 for 621 additional eyebolts. Retesting will be an additional £10,000 per annum.	✓
192	July - Sep 16	SLA	Additional Eyebolts. Not asked at the meeting, but how long will the work take - ie half a day or maybe a whole day for large blocks? The Seddon letter refers to a start date but no end date - so I read this as a single day. If not, despite admiring brevity, the letter really should have said so.	It is envisaged that blocks such as Seddon will take 1 or 2 days whereas other blocks such as Willoughby House could take a week. This work is always weather dependent. The BEO does admit that not enough information was sent out about the nature and extent of this work and further information has now gone out.	✓
191	Jul-Sept 16	RCC Qs	Condition of Bunyan car park commented on.	Part of the car park is being used by Redrow. The area in question has since been cleared and the Supervisors will keep a closer eye on this area.	✓

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190	Jul-Sept 16	HO	Cleaning team have been allocated new areas of responsibility	This has been done to ensure greater cohesion within the teams & for the Supervisors to have clearly defined areas.	✓
189	Jul-Sept 16	HO	Pest Control Via Newham	Responsive and efficient service is being provided by Newham - results so far have been positive	✓
188	Apr-June 16	BEO	Meeting to be arranged with Cleansing, Barbican Cleaning Manager and the relevant House Groups about use of Garchey Bay	Possible changes to the use of this area especially in relation to the bulky items being disposed of	
187	Apr-June 16	BEO	Window Cleaning Schedule to be sent out regularly	Issues not being reported by residents in a timely manner - (schedules to be re-posted on noticeboards now we are on the reverse side of schedule). Also update residents again about the protocol for reporting window cleaning issues as some residents wait until a House Group meeting.	✓
186	Jan - Mar 16	SLA	New powers of Fixed Penalty Notices for fly tipping. Will BEO be liaising with Cleansing about various problem areas around the Estate?	Cleaning Manager liaising with Cleansing Department about this. Cleansing have been chased up by Barbican Cleaning Manager for an update	
185	Jan - Mar 16	HO	Podium Cleaning - KPI very low this quarter. Cleaning Manager to put in place an action plan for improvement.	This is still being monitored by House Officers when carrying out block inspections There are a number of areas where tiles are dirty or have scale built up on them. New podium cleaning machine has been purchased - we will be looking for improvements in the results for the next July - September quarter Improvement can be seen in this quarters results Podium Cleaning has come in at 92%	✓
172	Jan-Mar 15	HO	Cover staff working in Lobbies or non regular block cleaners.	House Officers should be informed in both instances to be aware of any issues arising. Continue to monitor with Security Manager & Cleaning Manager to ensure good communication. Uniform & ID being reviewed for all Lobby Concierge temporary staff cover. Still being monitored - Temp Cleaners are expected to maintain regular cleaning standards & understand the idiosyncrasies of each block	✓

APPENDIX 3

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APPENDIX 3
SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2016

APPENDIX 4

SLA AGREEMENT REVIEW - MAJOR WORKS 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
148	Jul-Sept 2016	BEO	Health checks on the heating and hot water system for Frobisher Crescent have been agreed with BEO and the HG/residents, w/c 17 October	For comment only	✓
146	Jul-Sept 2016	HO	Project to redecorate the daleks in Shakespeare Tower has been agreed with the House Group, due to commence on Monday 24 October. Project will take around four weeks to complete	For comment only	✓
145	Apr - Jun 2016	RCC Qs	Frobisher Crescent drainage project - slippage in completion date. Is the delay due to poor management?	Delays are due to the manufacture and installation of the balcony doors. Officers are pressing contractors to achieve their amended completion dates. All external work now completed	✓
144	Apr-Jun 2016	PS	Estatewide Concrete Surveys update	Surveys are now completed and being analysed. SLAWP wanted the costs involved to be made transparent to residents. Please see Property Services update report to committee.	
142	Apr - Jun 2016	HG/BEO	Frobisher Crescent, drainage project - update	A protocol has now been agreed with BEO and the three affected residents. They now receive a weekly update about the progress of the work. Work scheduled for completion in August. All the external work has now been completed and the outstanding work is all internal e.g. redecorations	✓
139	Jan - Mar 2016	RCC Qs	Frobisher Crescent heating/hot water - is there an update?	Officers are reviewing the final report from the consulting engineers on the Heating and Hot Water system with a view to presenting its findings and options at a Frobisher Crescent House Group meeting in the New Year.	
136	Oct - Dec 2015	RCC Qs	Redecoration costs for Frobisher. Query about when work was last carried out and condition survey at time of development.	City Surveyors do not have a copy of the condition survey. Raised at last BOUG - Barbican Centre have no knowledge of this document.	✓

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
164	Jul - Sept 16	RCC Qs	Beech Gardens new landscaping. Is there a budget for maintenance?	Yes. The BEO has a budget to maintain the public area Open Spaces. This work is carried out by Open Spaces. We also have a number of volunteers who assist.	✓
163	Jul - Sept 16	BEO	London In Bloom Awards for the City Gardens: Beech Gardens won Gold In the Small Park Category. Also the Discretionary Award went to Beech Gardens (Award criteria based on sustainability, choice of planting, quality and maintenance)	Comment Only	✓
162	Jul - Sept 16	BEO	The Barbican lake and waterfall	Currently only operating on one side at a reduced rate. Meeting Between Open Spaces, Barbican Centre Engineers, BEO and Contrator has taken place to ensure joined up approach. Awaiting costs.	
161	Apr-June 16	OP	Potential changes to some flower beds on the podium to stop soil runoff.	There are some proposed improvements planned for some of the flower beds to prevent soil spilling off the beds and blocking up drains and soling tiles. BEO to meet with Open Spaces in the next few weeks to review what works can be carried out. It has now been agreed that work will be undertaken by Open Spaces to improve this	✓
158	July-Sept 15	SURV	Is there sufficient investment in the large private gardens?	Being reviewed by the GAG in the first instance.	
150	Oct - Dec 14	RCC	BEO reviewing drainage problems in Thomas More Garden	Initial survey carried out by new Housing Surveyor (July 16) - further survey with options pending. Cleaners to sweep away water from pathway until further solution becomes available.	

APPENDIX 6
SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS 2016

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Appendix 7. Barbican KPIs 2016-17

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR - JUN 2016	JULY - SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
Customer Care												
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	100%	99%		100%	100%	%	%	😊	43/43	
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%	100%	98%		100%	100%	%	%	😊	85/85	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		100%	100%	%	%	😊	0 complaints	
Repairs & Maintenance												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	95%	99%		100%	100%	%	%	😊		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	95%	99%		99%	99%	%	%	😊		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	95%	99%		99%	99%	%	%	😊		

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR- JUN 2016	JULY- SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
% 'Low priority' repairs (complete within 20 working days)	95%	95%	95%	98%		98%	98%	%	%	☺		
Availability % of Barbican lifts	99%	99%	Tower lifts 99%	Tower lifts 98.5%		Tower lifts 97.94%	Tower Lifts 99.48%	Tower Lifts %	Tower lifts %	☺		
			Terrace 99lifts %	Terrace lifts 99%		Terrace lifts 99.37%	Terrace Lifts 99.06 %	Terrace Lifts %	Terrace lifts %	☺		
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	90%	92%		99%	97%	%	%	☺		
Background heating - percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% Partial 90%	Total 90% Partial 90%	Total 90% Partial 90%	Total 100% Partial 99.5%		N/A	N/A	Total % Partial %	Total % Partial %	☺		
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%	0%	0%		0%	%	%	%	☺		
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	90%	98%		100%	100%	%	%	☺		

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR- JUN 2016	JULY- SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
Estate Management												
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	90%	90%	90%	97%		89%	95%	%	%	😊		
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	80%	80%	80%	94%		97%	82%	%	%	😊		
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	80%	80%	80%	79%		66%	92%	%	%	😊		

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR- JUN 2016	JULY- SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	80%	80%	80%	91%		86%	88%	%	%	☺		
Open Spaces												
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	80%	80%	80%	100%		100%	100%	%	%	☺		
Major Works												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	90%	75%		91%	n/a	%	%	☺	no surveys sent in this quarter	
Short Term Holiday Lets												
Possible STHL reported to BEO because of noise or nuisance	NA	NA	NA	NA		0	0					

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR- JUN 2016	JULY- SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
STHL reported to BEO after being found on a website and being investigated	NA	NA	NA	NA		8	7					
STHL at Stage 1	NA	NA	NA	NA		0	0					
STHL at Stage 2	NA	NA	NA	NA		0	0					