#### **APPENDIX 1** SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2016

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
			Residents Information Pack review. Is the Working Party		
	Oct-Dec 16		happy to be be added to Basecamp for this next review		
213		BEO	process?	Most members of WP happy to be involved.	✓
			Barbican Residents' Manual 2017 is about to be		
			distributed with the first insert - Home Improvements	For Comment Only - send out inserts only to external	
212	Oct-Dec 16	BEO	Pack.	addresses.	✓
				Paper survey for local blocks in Autumn. Completed.	
			Paper survey is to be sent out to get feedback on the	Results have been reviewed but were inconclusive. Potential	
209	July-Sept 16	BEO	Information Point at Thomas More Car Park.	rollout to rest of the Estate being reviewed.	
			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	Agreed at October SLA WP meeting. TOR to be included with	
			be enclosed for the SLA Working Party to review/provide	annual review of Working Parties which is being presented to	
208	Apr-June 16	BEO	comments.	RCC AGM in March.	
			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		
			HO House Officers	COM Complaint	
			RCC Residents Consultation Committee	SURV Survey	
			RCC ? RCC Pre Committee Question	HGM House Group Meeting	

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# APPENDIX 2 SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2016

	<u>Quarter</u>	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
			Programme to clear out rubbish left by residents in the		
192	Oct-Dec 16	BEO	car parks was successful.	Completed.	✓
			Following the allocation of new areas for the Cleaning		
			Supervisors, the standard of podium cleaning has		
191	Oct-Dec 16	BEO	improved.	92% for podium cleaning for this Quarter	✓
			Meeting to be arranged with Cleansing, Barbican Cleaning	Possible changes to the use of this area especially in	
			Manager and the relevant House Groups about use of	relation to the bulky items being disposed of being	
188	Apr-June 16	BEO	Garchey Bay	reviewed. Meeting to be held in February 2017.	
				Following meeting between BEO Cleaning Manager &	
			New powers of Fixed Penalty Notices (FPN) for fly tipping.	COL Cleansing Department advice is that FPN cannot	
			Will BEO be liaising with Cleansing about various problem	be applied for a private Estate but Cleansing are	
186	Jan - Mar 16	SLA	areas around the Estate?	looking at alternatives.	

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# APPENDIX 3 SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2016

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
	<u> </u>	<u> </u>		Following input from House Officers, Property Services	
				are printing new calling cards to help when balcony &	
202	Oct-Dec 2016	HO/BEO	New Contractor calling cards being generated	similar works are being carried out.	
				Balcony slabs are being sourced & repurposed from	
				Blake Tower where possible as they meet the Listed	
				Building Guidelines and match Barbican originals and	
201	Oct-Dec 2016	BEO	Balcony Slabs - difficulty in sourcing	PS sourcing another supplier.	
				2 Volunteers from SLA Working Party (WP) have come	
				forward, one volunteer to be sought from Asset	
			·	Maintenance WP. SLA WP invited to be involved in the new	
			- resident representatives required to volunteer to help	contract and review tender specification and to review	
200	Apr - June 2016	BEO	determine the new contract.	tenders. New contractor likely to be in place by July 2017.	

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# APPENDIX 4 SLA AGREEMENT REVIEW - MAJOR WORKS 2016

	Quarter	<u>Source</u>	<u>COMMENT/QUERY</u>	RESPONSE/ACTION	COMPLETED
			Survey on external redecs for Lauderdale has		
			been completed. Defoe near to completion and		
150	Oct-Dec 16	PS	regular meetings still being held.	19 responses received and very positive feedback.	✓
			Asking for an update as to when the repairs to	Summer/Autumn 2017 (currently going through procurement	
			the balcony soffits , following the concrete	process). See Concrete testing & repairs report to Jan/Feb	
149	Oct-Dec 16	residents	testing, will be completed.	2017 committees.	
				Surveys are now completed and being analysed. SLA WP	
				wanted the costs involved to be made transparent to residents.	
				Please see 149 above. On request of the WP, the reports have	
144	Apr-Jun 2016	PS	Estatewide Concrete Surveys update	now been distributed to the HG Chairs and RCC reps.	./
144	Apr-Juli 2016	го	Estatewide Concrete Surveys apaate	As per "You Said; We Did" for BRC: Officers have reviewed	•
				the final report from the consulting engineers on the Heating	
				and Hot Water system at a meeting with the Frobisher	
				_	
				Crescent House Group in January. A number of options	
			Fortist as Occasional to office that contact is the contact	(including consultation with leaseholders and researching	
400	Inn. Man 0040	D00.0-	Frobisher Crescent heating/hot water - is there an	alternative bespoke systems) are being progressed by both	
139	Jan - Mar 2016	RCC Qs	update?	parties who will meet again in April.	

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### APPENDIX 5 SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2016

	<u>Quarter</u>	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
			BEO to review whether the old ironmongery that was		
	Oct - Dec		removed during the recent works by Speed Lawn, should		
163	16	RCC Qs	be replaced.		
				Currently only operating on one side at a reduced rate.	
				Meeting Between Open Spaces, Barbican Centre	
	Jul - Sept			Engineers, BEO and Contrator has taken place to ensure	
162	16	BEO	The Barbican lake and waterfall	joined up approach. Awaiting costs and options.	
	July-Sept				
158	15	SURV	Is there sufficient investment in the large private gardens?	Being reviewed by the GAG in the first instance.	
	Oct - Dec			Initial drainage survey carried out by new Housing Surveyor	
150	14	RCC	BEO reviewing drainage problems in Thomas More Garden	(July 16) and now awaiting options.	

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# APPENDIX 6 SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS 2016

	<u>Quarter</u>	<u>Source</u>	COMMENT/QUERY	RESPONSE/ACTION	COMPLETE
28	Oct- Dec 16	RCC Qs	Issues about maintaining the Estate with regards to the Listed Status.	All contractors that carry out work for and on behalf of the BEO are made aware of the Listed status. Regular consultation with Planners, takes place regarding works that may be covered under the Guidelines.	<b>√</b>
27	Oct-Dec 16	residents	Why is more work being done on Beech Gardens?	The further repair work on Beech Gardens is not due to poor workmanship by Volkerlaser but is a consequence of movement from the Crossrail works, which we are reclaiming from Crossrail. Statement to Jan 17 RCC plus position statement.	<b>✓</b>
26	Oct - Dec 2015	RCC Qs	Podium maintenance - issues with drainage causing leaks	Additional monies approved for drainage in 2015/16 for the cyclical programme. Longer term strategy for leaks through podium being reviewed and will form part of the Phase 2 podium waterproofing project.	

# APPENDIX 6 SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS 2016

### 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%	100%	%	©	71/71	
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%	100%	%	9	66/66	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%	100%	100%	100%	%	©	0 complaints	
Repairs &											
<b>Maintenance</b>											
% 'Urgent' repairs (complete within 24 hours)	95%	95%	95%	99%	100%	100%	100%	%	$\odot$		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	95%	99%	99%	99%	99%	%	©		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	95%	99%	99%	99%	98%	%	©		

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%	97%	%	<b>②</b>		
Availability % of	99%	99%	Tower lifts 99%	Tower lifts 98.5%	Tower lifts 97.94%	Tower Lifts 99.48%	Tower Lifts 99.63%	Tower lifts %	(3)		
Barbican lifts	33 78	33 78	Terrace lifts 99%	Terrace lifts 99%	Terrace lifts 99.37%	Terrace Lifts 99.06 %	Terrace Lifts 98.97%	Terrace lifts %	(3)	Target missed by 0.03%	
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	90%	92%	99%	97%	97%	%	<u></u>		
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 100% Partial 100%	Total % Partial %	<b>③</b>		
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%	0%	0%	0%	%	0%	%	©		
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	90%	98%	100%	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%	100%	%	9		
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%	95%	%	<b>①</b>		
House Officer 6- weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	80%	80%	80%	79%	66%	92%	89%	%	©		

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%	97%	%	()		
Open Spaces											
To carry out variations/addition al 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%	100%	%	(()		
Major Works % Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	90%	75%	91%	n/a	95%	%	©	20/21	
Short Term											
Holiday Lets											
Possible STHL reported to BEO because of noise or nuisance	NA	NA	NA	NA	0	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	2				
STHL at Stage 1	NA	NA	NA	NA	0	0	1				
STHL at Stage 2	NA	NA	NA	NA	0	0	1				