

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2009

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
77	Oct - Dec 08	Window Cleaning of the Towers - issue raised regarding the cleaning of the swivel windows from the balcony ledge. Windows now being cleaned using long poles on a 3 month trial - being reviewed by HOS.	Following a review at the end of May 09, a letter has been sent to all Tower residents confirming the end of the trial and the use of long poles to clean the windows permanently. The cost for removal of the Health and Safety equipment is also to be reviewed.	✓
81	Jan - Mar 09	Weekend podium cleaning is working well.	For comment only.	✓
82	Apr - Jun 09	Common themes and trends from the 2009 Resident's Survey - window cleaning - windows can be smeary and corners are sometimes missed.	Feedback to contractors.	✓
85	Apr - Jun 09	Common themes and trends from the 2009 Resident's Survey - window cleaning - new contractors noted.	For comment only.	✓
86	Apr - Jun 09	Common themes and trends from the 2009 Resident's Survey - CPAs and LPs - an invaluable service that residents wouldn't be without.	For comment only.	✓
87*	Apr - Jun 09	Common themes and trends from the 2009 Resident's Survey - cleaning - podiums not as good as other areas (issues with maintenance as well as cleaning noted).	Podium and car park cleaning KPIs have both fallen in the last quarter. Areas to be monitored more closely. New machinery for cleaning external areas is currently being purchased as well. Re. KPIs improvement seen in podium KPI for Oct - Dec 09 but not yet for car parking. Some work still to be done.	
88	Apr - Jun 09	Common themes and trends from the 2009 Resident's Survey - cleaning - block cleaning of a high standard.	For comment only.	✓
89	Apr - Jun 09	Common themes and trends from the 2009 Resident's Survey - cleaning - car parks look "tired" and not as well maintained/cleaned as other areas.	All maintenance jobs within the car park are authorised by BEO Directorate on a priority basis.	✓
91	Jul - Sep 09	Residents have expressed concern as to the amount of temporary cover of late, for Estate Concierge.	3 members of the team on long term sickness. Permanent <u>cover</u> for these positions has now been found and put in place. Recruitment cannot begin until there are actual vacancies. Sickness policy has changed very recently and is more comprehensive.	✓
94*	Oct - Dec 09	Additional cleaning Services that can be offered to blocks, to be reviewed for the next 6 months.	Estate Services to review areas that were completed in last 6 months. Outcome of RTA status report also critical with regards to who is able to request additional services for the block.	