

APPENDIX 4

SERVICE LEVEL AGREEMENT REVIEW - MAJOR WORKS 2009

	REVIEW PERIOD	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED	
49	Apr-June 2008	Frobisher Crescent - TS to be involved in the decision making process during the construction phase of the project.	Regular meetings are occurring during the development which are attended by the Head of Projects. Resident rep meetings and site visits have occurred. Chairs of BA and RCC to be sent copies of any future planning applications relating to Frobisher Crescent. BEO now attending regular meetings with the Barbican Centre.		
51*	Jul-Sept 2008	Roof works - is there any progress on the apportionments of the most recent roof works?	Timescales for the balance of apportionments - Seddon April 2010, John Trundle, Bunyan and Bryer May 2010, Ben Jonson and Breton June 2010. Defoe final apportionment has been agreed with the Roof sub committee and a report will be presented to the March 2010 committee. Shakespeare draft final apportionment is being reviewed and it is anticipated that it will also be presented to the June 2010 committee.		
54	Oct-Dec 2008	TS to consider and arrange cover for the project surveyor. Is there capacity in Housing? - some of the merits of the Housing restructure that was presented to residents a few years ago was that resources could be shared.	Agency surveyor is now working on Housing projects. Other resources are currently being used on specific projects - including redecorations, water ingress investigations and asbestos management.	✓	
57*	Oct-Dec 2008	A number of consistent complaints about the same issues (leaks from barrel roofs, leaks from balcony linings, concrete spalling from parapet walls) what is being done long term to deal with these common trends?	The Asset Management Plan will be developed over the coming year and will include surveys of key components. The initial stage will be to build on current records and a stock condition survey will be completed by the end of year - following this TS to compile a list in the next financial year of key projects to progress. Chairs of RCC and BA attended a meeting in July 09 with officers to update them on the process. An outline of the Asset Management Plan will be completed by April 2010		
58	Jan-Mar 2009	BEO to re-word the Technical Survey which is sent out after MW projects. TS to provide feedback.	New format survey now in use.	✓	
59	Jan-Mar 2009	Internal/External redecorations - resident query are the paints we use "Low VOC". If we're not, it is worth considering for future projects especially internal works.	Technical advice is that these products could be used but the finish, appearance and durability would be poor as these products are low sheen. For each cycle of redecorations TS liaise with the paint suppliers so that they are up to date on the availability of paints and new products and legislation.	✓	

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61	Jan-Mar 2009	TS to seek advice from the COL insurance department and also independent advice on the feasibility of invoking the roof guarantee on certain water penetrations should this be required.	The procedure is for TS to approach the contractor who carried out the work and follow through with the manufactures warrantee.	✓	
63	Apr-June 2009	Common themes and trends from the 2009 residents survey - closer supervision of redecoration contractors required and more attention to detail particularly when attending to snagging/defects work.	Due to the large number of current redecoration projects a full time clerk of works will be used. Comparisons were carried out to asses costs and experience when selecting the current clerk of works.	✓	
64	Apr-June 2009	List of expiry dates for all roof guarantees to be supplied.	TS have supplied a list of roof guarantee expiry dates - some of the dates are still to be provided. (to be supplied to a future RCC in table form). Two guarantees are still outstanding awaiting the final accounts and one guarantee is still to be located.		
66*	Jul-Sept 2009	TS to investigate the possibility of including a rolling programme of annual inspections for the roofs in the asset management plan.	May be included in the Asset Management Plan.		
67*	Jul-Sept 2009	TS to review their specification process for redecoration projects. Historical information and block specific areas and items should be recorded and included in the specification, instead of a standard template being applied to each block where there is the potential for specific items being overlooked.	A survey would not be cost effective and repairs form part of the contingency. Comments have been taken forward by TS for the 2010/2011 redecoration projects.	✓	
69*	Jul-Sept 2009	Technical Directorate to implement a protocol to be used 1 year prior to the expiry of roof guarantees (to include a condition survey and to contact top floor residents to establish whether there are any outstanding faults to be attended to).	This is currently being considered by TS. The cyclical drainage programme does identify issues which are then attended to.		
71*	Oct-Dec 2009	TS not providing regular feedback on water penetration investigations. New officer to progress (as per serial 68) should help to progress these investigations.			
72*	Oct-Dec 2009	Following on from the 09/10 redecorations projects the Clerk of Works has proven essential in progressing matters with contractors.	Comment only.	✓	

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