

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2008

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
21 + 52	Jan-Mar 2006	Right To Repairs sheet – could be misconstrued/misunderstood.	To be amended when the new repairs system is introduced - date TBC. The IT manager is investigating options and issues with costs codes and it is anticipated that the Orchard system should be in place by September 2010.	
42 + 51*	Apr-June 2006	Timescales of repairs changed from 28 Days to 28 Working Days? WP position is that repairs should be carried out within 1, 3, 5 or 20 working days.	20 working days timescale to be used as a basis for partnering. Timescales can be amended as requested by residents this will form part of the tendering process for the repairs service which will include the timescales 1, 3, 5 or 20 working days. These timescales have been included in the documents that are going to tender in April 2010 with an anticipated start date of Autumn 2010 for the repairs service.	
75*	Oct - Dec 2007	Availability/Number of surveyors - surveyors to assess work to be carried out rather than contractors.	There is a newly formed Technical Directorate which consists of The Head of Asset Management, Head of Repairs and Maintenance and the Head of Development and Projects who all report into the Housing Services Director. Resources issue - to be followed through during the process of the restructuring of TS. The proposed technical restructure is at the staff consultation phase and should be in place by April 2010.	
78	Oct - Dec 2007	If the partnering arrangement is still a long way off - can an alternative arrangement be made for providing a resident repairs service for private work.	The company Linbrooks presented their schedule of rates and literature to the September 09 RCC and a revised list of services was presented to the January 10 RCC. Residents have expressed a keen interest in this service. The service will be publicised to residents in April 2010.	✓
87	Apr-June 2008	On/Off protocol is required for UFH.	The Directorate and the Head of R&M have agreed the On/Off procedure for the UFH. Update to be included in all issues of Barbicanews as a reminder to residents on temps and costs. On/off dates for UFH to be communicated to RCC and BA chairs.	✓

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103*	Oct-Dec 2008	A number of consistent complaints about the same issues (leaks from barrel roofs, leaks from balcony linings, concrete erosion 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.	
107*	Jan-March 2009	As the maintenance partnering contract will not be transferred to the Barbican - what are the plans for the continuation of the maintenance service.	A draft specification is being prepared. Consultant has provided projections of costs, these have been market tested and the contract is being checked by the COL legal department. This has been referred to the City's Central Procurement Unit for advice regarding type of contract. Due to go to tender in April 2010 with an anticipated start date of Autumn 2010.	
108	Jan-March 2009	Request for the new Technical Services organisation chart to be included in the technical update report to the RCC.	Included in the June 09 RCC papers.	✓
109	Jan-March 2009	KPI - BETS2 - to inspect 10% of works - Why were so many post inspections (30%) carried out considering the lack of resources in TS?	The inspection rate was increased as a direct result of taking on board concerns raised by residents about the quality of repairs undertaken. The increase in inspection rates did not necessitate any increase in resources.	✓
112	Apr-June 2009	Common themes and trends from the 2009 residents survey - light bulb replacement - 7 working days is too long to wait for light bulbs to be replaced.	Where there is no additional lighting present bulbs will be changed within 1 working day. The 7 working day target will be changed to 5 working days in line with the revised timescales of 1, 3, 5 and 20 working days for the repairs service.	
113	Apr-June 2009	Common themes and trends from the 2009 residents survey - maintenance and security - routine maintenance needs to be carried out to doors and locks.	Head of R&M reviewing on an estate wide basis. Preventative maintenance has taken place on pilot blocks.	✓
115*	Apr-June 2009	Common themes and trends from the 2009 residents survey - podium covered walkways have been allowed to deteriorate - need to be redecorated.	TS have supplied quotes for drain clearance and redecoration work to the covered walkways. Directorate to consider funding/options. Drainage and redecoration work has been carried out to the Defoe to Thomas More section of covered walkway.	✓

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117*	July-Sept 2009	What plans do TS have in place for the "out of hours" service and the Resident Engineer role with 3 retirements due in the coming 18 months.	TS successfully recruited following a retirement in July 09 and are currently recruiting for the RE who is due to retire in Spring 2010.	✓
119*	July -Sept 2009	Introduction of the Technical Directorate to be based on the model of the Barbican Directorate.	To be reviewed after 6 months in April 2010.	
120*	Oct-Dec 2009	Lights in lift cars - timescale for replacement of bulbs - it often takes many weeks for these light bulbs to be replaced.	TS to establish whether the RE's can attend to these lift light bulbs and also to progress this matter with the lift maintenance company.	
123*	Oct-Dec 2009	Introduction of a member of technical staff to allocate and update technical correspondence has shown an initial improvement in communication from TS.	Comment only.	✓