

**APPENDIX 1****SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2010**

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
<b>108*</b>	Oct-Dec 2008	Cost of Barbicanews queried including Officer costs per annum for 2 editions of newsletter. Is there any funding available?	Cost is included in the Service Charge. There is no funding available. Costs have been requested from the Chamberlain's Dept. 3 quotes will be obtained for the July and Dec 2010 editions.	
<b>120*</b>	Jul-Sept 2009	Procedure to be confirmed following the RCC report of the method for the balcony clearance.	The Barbican Estate Office have received guidance and advice from the London Fire Brigade regarding fire escape routes along balconies and are awaiting legal advice concerning enforcement of the procedures which have been drawn up.	
<b>121*</b>	Oct-Dec 2009	SLA and RIP booklet to be reviewed for Frobisher Crescent by the BEO.	The SLA and RIP booklet has been reviewed by the HO and ES Manager and a variations supplementary sheet has been produced.	✓
<b>123</b>	Oct-Dec 2009	BEO Directorate to establish how the outcome of the RTA status will affect resident consultation eg redecs/ colour choices/ lighting etc.	Waiting for draft protocol for recognised and non-recognised RTAs from Town Clerk from June 2010.	
<b>127</b>	Jan-Mar 2010	KPI targets to be reviewed following Year End	Comment only	✓
		BEO Barbican Estate Office	* New Comment/Query and or Response/Action	
		TS Technical Services		
		KPI Key Performance Indicators	COG Core Operational Group - Estate Services Manager, House Officers and Officers from Technical Services	
		SLA Service Level Agreement	BOG Barbican Operating Group - BEO Directorate, Head of Residential and Technical Services and Officers from TS	
		CPA Car Park Attendant		
		LP Lobby Porter	OS Open Spaces	
		ES Estate Services	RCC Residents Consultation Committee	
		RO Repairs Officer	ESM Estate Service Management	
		HO House Officer	DCCS Department of Children and Community Services	
		LHS Leasehold Services	DMT Departmental Management Team	
		BAC Barbican Arts Centre		