

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2010

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
30*	Jul - Sep 06	Ongoing maintenance for the "hanging gardens" (By Thomas More and Postern) needs to improve. The HOs appreciate however, that past neglect of these areas has been caused by Health and Safety issues which is not the responsibility of OS.	May 2010 - work now complete.	✓
46	Apr- Jun 07	OS contract. Will residents have the opportunity to review contract spec? What is the cost breakdown of the SC and LL areas of the Estate? Is maintaining the contract In House VFM and/or would it be better value to tender?	Please see RCC update 03.09.07. It was also agreed that when the contract comes back In House, residents will have the opportunity to review annually. Legal advice required as to what notice should be required by OS or BEO. Legal advice required as to whether this arrangement covers just the private areas or the Barbican Estate in its entirety. For 01.01.08, a Work Plan and a Task Spec are to be produced. Residents will be able to view these. The current spec (which is the basis of the contract between OS and their contractors) will end 31.12.07. OS do not anticipate any change of cost - TUPE being a factor. The SLA will be the basis for any new arrangement in Jan 08. Contract specification to be provided to BEO from OS. Daily/weekly checklists from OS to be offered as a sample to the BEO. (for info only) - 26.03 This is still be worked on by OS but should be with us shortly. However "on costs" will remain as is for this year at least.	
46			A sub group of the RCC- Gardens Advisory Group to be formed from the Horticultural Society, the Wildlife Group and the BA Environmental sub committee to consider the contract document as well as the Landscaping Survey recommendations and the BWG. OS to provide copy of contract spec. Awaiting names of interested parties for first meeting of Garden Advisory Group. Spec provided and has been reviewed by BEO Directorate and House Officers with feedback given to OS. Redraft expected by the end of June and received. MB and MR to review together in Jan 2010 Meeting held MB to update and amend accordingly - now complete.	
54*	Jan - Mar 08	"Missing areas" list to be compiled by HOs and passed to OS for comment/action.	May 2010 works now complete bar seasonal bedding (due in June) for new planters at Shakespeare Tower.	✓
79	Jan - Mar 09	Planters along Beech Gardens that overlook Defoe place are quite poorly planted.	Quotes for "gapping up" being compiled by OS for decision by BEO Directorate. Awaiting decision.	
80	Jan - Mar 09	Planters in Defoe place are quite poorly planted.	Quotes for "gapping up" being compiled by OS for decision by BEO Directorate. Awaiting decision.	
82*	Jan - Mar 09	Complaint from a resident as to the lack of annual plants (and colour) within the Thomas More House garden.	March 2010 - now complete.	✓
83*	Jan - Mar 09	Resident comment - Concerned about the state of the beds between Lambert Jones Mews and the car park. Lack of watering, feeding, soil, varying levels of cutting back.	Following review by OS, there is agreement that this bed is in need of regular pruning, feeding and mulching as well as regular watering. OS have committed to improve the appearance of this bed. Now complete with compliments from residents.	✓
93*	Apr - Jun 09	To introduce quarterly Joint Inspections of the gardens with the Gardens Advisory Group and Hos?	Now being completed.	✓
97*	Apr - Jun 09	SLA working party comment - regarding poor quality of Shakespeare Tower planters on Defoe Place.	New planters now in situ - 23.04 not yet planted up. May 2010 - now complete.	✓
98*	Jul - Sep 09	Moor Lane and Aldersgate Street beds are both empty following works. When will they be replanted?	Aldersgate - 01/12/09 work completed. Moor Lane - completed April 2010.	✓

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100	Jul - Sep 09	A few residents have been requesting to take over the planters around the estate because of the current condition of them - they feel they are unkempt and neglected.	Quotes for plant replacement as detailed above. BEO to create index so other areas can be prioritised accordingly. OS to look at condition of specific planters mentioned and feedback. Specific planters pruned back (eg Willoughby planters) and quote received for consideration by BEO Directorate. GAG will help with prioritising also.	
101*	Jan - Mar 10	Blue dye has been added (Mar/Apr 10) to the lake to help keep the algae/weed at bay	for comment only	✓
102*	Jan - Mar 10	Gardens Advisory Group - allotment trial has begun for this summer (2 planters)	for comment only	✓
103*	Jan - Mar 10	Speed Gardens - lawn maintenance seems to have dropped off this spring. Weeds present and area that was reseeded is still cordoned off.	Open Spaces to review - maintenance, mowing, weeding and watering.	