

**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.   | ✓                |
| <b>120*</b> | Jul-Sept 2009        | Fire Safety - procedure to be confirmed for balcony clearance.  | The BEO have received guidance and advice from the London Fire Brigade and the Comptroller and City Solicitor regarding fire escape routes along balconies and the enforcement of the procedures. It is anticipated that the letters will be sent to residents in November and sent, for information only, to the RCC and BA Chairs. |                  |
| <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.                   | Update in BEO Update Report in Nov RCC papers.   | ✓                |
| <b>127</b>  | Jan-Mar 2010         | KPI targets to be reviewed following Year End   | Reviewed and agreed with the SLA working party   | ✓                |
| <b>131*</b> | Apr-June 2010        | Review KPI BECS3 target for the 'good' or 'very good' grade for the Mystery Shopper report to 85%   | Comment only.  | ✓                |
| <b>133*</b> | Jul-Sept 2010        | BEO & BAC to produce protocol for all cross-over issues at Frobisher eg roof issues/ cleaning   | A management protocol between the Barbican Centre and the BEO has been drafted and consultations are ongoing with resident representatives from Frobisher Crescent. Protocol to be sent for comment to RCC and BA Chairs.  |                  |
| <b>134*</b> | Jul-Sept 2010        | Residents Satisfaction Survey to be sent out in February 2011   | Info only.   |                  |
| <b>135*</b> | Jul-Sept 2010        | All issues regarding commercial properties eg noise, refuse collections, postal deliveries etc to be highlighted to Commercial Manager and monitored by HOs | Info only.   |                  |
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|--|--------------------------------|---|--|
|  | 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         | GAG Gardens Advisory Group  |  |
|  | 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       |   |  |