

## APPENDIX 4

### SERVICE LEVEL AGREEMENT REVIEW - MAJOR WORKS 2010

	REVIEW PERIOD	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED	
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?	An outline of the Asset Maintenance Plan was sent to resident reps in June 2010. RCC Resident Working party has been formed and the first meeting is set for the end of Nov 2010.		
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 the RCC in table form). Surveyor has written to the roofing consultants to chase up the missing guarantees.		
66	Jul-Sept 2009	TS to investigate the possibility of including a rolling programme of annual inspections for the roofs in the Asset Maintenance Plan.	May be included in the Asset Maintenance Plan also see 69.		
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).	Cyclical drainage programme identifies issues which are then attended to. March 2010 - Willoughby House roof has been inspected by TS all sound just roof covering is dirty, top floor flats will be written to (both the external addresses and the flat) to establish whether there are any water penetration issues - Willoughby guarantee expiring 2011 and Cromwell no letter required - no flats affected (expires 2010).		
73	Jan-March 2010	Redecoration surveys for the 2009/2010 redecoration projects have missed the KPI target to be sent out within 1 month of completion of a project.	Comment only.	✓	
74	Jan-March 2010	Outstanding issues/complaints list - the majority of the unresolved issues on this list are related to Major Works / roofs.	In comparison to the repairs and maintenance issues. Comment only.	✓	
75*	Apr-June 2010	Podium tiling - repairs carried out by Environmental Services sub contractor - some repairs are of poor quality and the contractor also abandons materials and equipment on the podium for extended periods of time.	Meeting held between Head of Development and Projects and Environmental Services to discuss issues. Feedback given to Environmental Services (there may be some budget constraints on some repairs). BEO to continue to monitor.	✓	
76*	Apr-June 2010	Cromwell Tower lobby refurbishment now under way.	For comment only.	✓	
77*	Apr-June 2010	2010/2011 redecoration project. External redecoration started in July 2010.	For comment only.	✓	
78*	Jul-Sept 2010	Who does the roof guarantee belong to?	The contract is with the City of London and may be invoked by Technical Services.	✓	

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80*	Jul-Sept 2010	Communication between sections in the TS department needs to be improved when dealing with responsibility for crossover issues (MW and R&M). Lack of communication and ownership on certain issues can result in complaints from residents and issues not being resolved in a timely fashion.			