

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?	Spec available to view at BEO.	✓
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.	Quote received. GAG to help prioritise projects.	
80	Jan - Mar 09	Planters in Defoe place are quite poorly planted.	Quote received. GAG to help prioritise projects.	
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.	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.	✓
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.	

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104*	Apr - Jun 10	Maintenance seems to be behind at the moment? Eg. weeding, grass cutting, hedge cutting etc.		
105*	Apr - Jun 10	Lake apart from top channel (which is the responsibility of the BC) - the lake is looking very healthy and weed free for this time of year.	for comment only	✓
106*	Jul - Sep 10	Changes to some of the bedding on the podium as a cost saving exercise have been discussed with the GAG as well as walkrounds of the proposed areas.		
107*	Jul - Sep 10	The allotment scheme as trialled by the GAG will be extended to incorporate a further 7 planters.	for comment only	✓
108*	Jul - Sep 10	Open Spaces won a Gold award at Britian in Bloom with special mention given to the Barbican	Info to be in the Dec edition of Barbicanews.	✓
109*	Jul - Sep 10	Some new planting (in Thomas More lawn) has died off due to a lack of watering in the summer. When will these plants be replaced (at no cost to the Barbican)?	City Gardens Manager to follow up with his team - timescale requested.	