

## APPENDIX 3

### SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2011

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
<b>21 + 52</b>	Jan-Mar 2006	Right To Repairs sheet – could be misconstrued/misunderstood.	May 2011 - Orchard repairs system now in place in - changes have now been made.	✓
<b>42</b>	Apr-June 2006	Timescales of repairs changed from 28 Days to 28 Working Days? WP position is that repairs should be carried out within 1, 3, 5 or 20 working days.	Timescales can be amended and this forms part of the tendering process for the repairs service which will include the timescales 1, 3, 5 or 20 working days. A report will go to September Committee recommending that a 12 month R&M contract is let on the Barbican to allow the corporate Building Maintenance Service Provision contract to be let and 'bed in' and for TS to explore the benefits of joining the corporate contract.	✓
<b>112</b>	Apr-June 2009	Common themes and trends from the 2009 residents survey - light bulb replacement - 7 working days is too long to wait for light bulbs to be replaced.	Where there is no additional lighting present bulbs will be changed within 1 working day. The 7 working day target will be changed to 5 working days as of 01.10.11	✓
<b>133</b>	Oct-Dec 2010	Buildings Insurance Claims - clarification needed as to whether residents will be required to arrange their own redecorations following water penetration from a Landlord's service or from a common area of a block.	Now agreed - residents to arrange their own redecorations on the Buildings Insurance. Information to be updated in the next edition of Barbicanews.	✓
<b>134</b>	Oct-Dec 2010	Resident comment - calls/messages to the repairs line not always responded to.	Feedback passed to TS. New trial KPI to be introduced to measure satisfaction with calls to the repairs reporting line.	✓
<b>135</b>	Jan-March 2011	AGM comment - Lower blocks - on-going issues with cooking smells in the hallway and bathrooms of some flats - could this be linked to the lifts transferring smells between floors?	Residents should report problems to the repairs line - TS confirm that smells can travel but this isn't directly linked to the lifts.	✓
<b>137</b>	Jan-Mar 2011	With Crossrail works due to start imminently there may be an increased number of residents concerned about cracks in walls and floors of flats. TS to confirm whether inspection of cracks within sold properties is a repairs service that is offered?	When reported TS will inspect cracks within flats and will carry out repairs to structural cracks. Non structural plaster cracks are the responsibility of the Long Lessee to attend to.	✓
<b>139</b>	Apr-June 2011	Common themes and trends from the 2011 residents survey - light bulb replacement in car parks and baggage stores takes too long.	Cleaning and Car Park Managers to remind cleaners and estate concierge/lobby porters to report out of service light bulbs.	

### APPENDIX 3

## SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2011

140	Apr-June 2011	Common themes and trends from the 2011 residents survey - standard of repairs to the podium tiling is poor. Feedback has been passed to officers in the Environmental Services Department who are responsible for podium repairs.	For information only	✓
141	Apr-June 2011	TS are currently reviewing options for upgrading the digital television system - presentations to residents held in August. Verbal update to be given at next RCC.		✓
142*	July-Sept 2011	New procedure to be discussed with TS about light bulb fittings in the tenanted properties for the 8ft bulbs. Information for other residents has been put into the latest edition of Barbicanews.	COL tenanted properties - when bulbs in these flats fail the fittings will be modified to allow for two 4ft bulbs.	✓
143*	July-Sept 2011	A number of comments have been received complaining about only getting through to an answer machine for the Repairs Line.	The answer phone message has been revised and updated to include the repairs email address. TS have also reviewed staffing of the repairs line and an apprentice is being trained to take calls and issue repairs orders.	✓