

APPENDIX 1

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2018-19

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
235	Apr-June 18	BEO	Website information has been updated & is in general being updated more regularly.	Due to this we are able to confidently direct residents to the website where appropriate. (This includes Committee Reports, Major Works updates).	
234	Apr-June 18	BEO	GDPR - reduced outreach via the Bulletin.	regulations, the amount of residents we reach on the bulletin has reduced to currently circa 1,000. We are placing regular reminders to sign up in the lifts and on noticeboards & are reviewing other ways to increase the "sign up".	
233	Apr-June 18	BEO	Residents Survey.	Residents survey has gone out and closed on 30/6/2018. Comments are currently being reviewed & a report is being presented to September committee.	
226	Oct-Dec 17	SLA	Group to consider using Basecamp for this Working Party.	To be considered. Mixed feedback from group. To review post RIP and SLA publications.	
222	July-Sept 17	HO	Comments received from residents about the explanations sent out with the service charges not being sufficient.	Trial for some blocks of revised explanations for service charge estimate letters in June in conjunction with Leasehold Service Charge Working Party.	
221	Apr-June 17	BEO	Review of Residents Information Pack & SLA booklet on hold due to other priorities & resourcing issues.	to be presented by our communications officer via basecamp (web based discussion forum) to the SLA WP in the Autumn.	
			Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily		
			GAG Gardens Advisory Group	PS Property Services	
			CPA Car Park Attendant	LL/SC Landlord/Service Charge cost	
			LP Lobby Porter	DCCS Department of Children & Community Services	
			BAC Barbican Centre	BOG Barbican Operational Group	
			Source of comments		
			HO House Officers	COM Complaint	

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		RCC Residents Consultation Committee	SURV Survey	
		RCC ? RCC Pre Committee Question	HGM House Group Meeting	
			AGM House Group Annual General Meeting	

APPENDIX 2
SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2018-19

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
223	Apr - Jun 18	BEO	Block cleaning & podium cleaning, both have improved on last quarter. However window cleaning issues have increased and the car park fell short this quarter	All window cleaning issues are recorded and reviewed at the weekly contractor meetings and any complaints are being monitored by the Cleaning Manager.	
222	Apr - Jun 18	BEO	Car Park fire safety inspections.	Commenced this summer in the same way that the block fire escape/balcony inspections are carried out.	
221	Apr - Jun 18	BEO	Fire escape/balcony inspections have taken place.	Much improved on last year - however still some balconies require clearing.	✓
218	Jan - Mar 18	RCC Qs	Garchey Bay area is being used by a commercial tenant for their food waste. There have been some issues with collection and some bags have burst.	The BEO has spoken with the tenant concerned, who is struggling with their private waste collection service at the moment and have asked they be more proactive in ensuring it's collected in a timely fashion. The BEO is monitoring. No further complaints recieved.	✓
216	Jan - Mar 18	AGM	Bins in private gardens - comments received about possibility of locating them closer to the exit points. Also if the bins could have lids to prevent spillage and that they are emptied as part of the weekend cleaning duties.	Cleaning Manager reviewing locations. Weekend inspections reinforced & is being checked by the supervisors.	
214	Jan - Mar 18	BEO	Window cleaning monitoring.	Block inspection reports not being received by Window Cleaning Manager - All House Officers to ensure reports are received so they can pick up on any issues not raised directly.	✓
212	Oct - Dec 17	SLA	Comments received that the temporary signage around the lake peapods and St Giles' Terrace are very tatty. Are they necessary? Can they be removed?	BEO currently reviewing location, volume & quality of signage. Signage to be put in place to be discreet, permanent and professional. Not a deluge though! Signage has been installed and old signs and attachment removed.	✓

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206	July-Sept 17	SLA	Cleanliness of Gilbert Bridge and other hotspots at the weekend.	Information passed on to the Cleaning Supervisors for follow up and these areas are being monitored whilst on duty at the weekend. (Residents are reminded to contact their Concierge or Porter if they need to report a particular issue at the weekend). On-going and has been monitored.	✓
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APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2018-19

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
208	Apr - Jun 18	HO/PS	% of lights meeting the 5 working day KPI has increased this quarter by 15%. This is just under the target of 90%.	For comment only.	✓
200	Jan - Mar 18	SLA	Customer Service issues with VFM and Community Vision. Slow to recognise when it's a block or estate issue.	Protocol & response times for residents presented via our bulletin in May & will be repeated during the year. Ongoing TV service issues - BEO liaising with PS regarding a review & presentation of the KPIs. Concerns about level of contract monitoring.	
202	Jan - Mar 18	HO/PS	Repairs & Maintenance (R&M) contract (anticipated contract start date April 2019). First stage consultation letters sent to residents in March. Officer working group now set up led by new Property Services Manager who will be seeking 2 resident volunteers.	2 resident volunteers being sought via the bulletin in July.	

APPENDIX 4
SLA AGREEMENT REVIEW - MAJOR WORKS 2018-19

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
160	Apr - Jun 18	BEO	Thomas More redecorations now completed, satisfaction survey to be sent out by HO.	For comment only	✓
161	Apr - Jun 18	HO	Annual asbestos checking commenced and generally good feedback regarding improved communications. Contractor is also offering flexibility regarding appointments.	For comment only	✓
163	Apr - Jun 18	HO/PS	Concrete repair programme commenced June 2018 and HO/Communication Officer working closely with Project Manager regarding communication with residents.	For comment only	✓
153	Jul-Sept	HO	External redecoration work - feedback from residents about fire doors from flats being painted shut following external redecoration programmes.	Policy on external redecoration on fire doors from Tower flats (and Bunyan and Ben Jonson north side) - being reviewed by PS.	
152	Jul-Sept	PS	Internal redecoration works for 17/18 put on hold due to the possibility of front door replacement programme.	Communicated to the House Group Chairs only.	
149	Oct-Dec 16	HO	Is there an update as to when the repairs to the balcony soffits, following the concrete testing, will be completed.	Following re-tender of the repairs concrete works second stage consultation was carried out in January 2018. Timeline: April 2018 - contractor appointed, June 2018 - works commence, May 2019 - works completed.	

APPENDIX 5
SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2018-19

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
177	Apr - Jun 18	SLA	New garden recycling still has some issues and needs further publicity (locations, where soil can go).	BEO will feed back to the Cleansing team.	
176	Apr - Jun 18	BEO	Issues with watering across the estate due to the severe weather conditions.	Sprinkler systems & watering ongoing but has been an exceptionally difficult task during this dry weather.	
173	Jan- Mar 18	AGM	Sculpture Court planters - they are in need of repair and planting issues need to be addressed - residents comments from AGM.	Comments have been passed to the GAG. (planters were installed by United House and now the responsibility of BEO). To be reviewed at next GAG meeting.	

**Appendix 6. Barbican
KPIs 2018-19**

Title of Indicator	TARGET 2018/19	ACTUAL 2016/17	JULY- SEPT 2017	OCT - DEC 2017	JAN - MAR 2018	APR - JUN 2018	PROGRESS AGAINST TARGET	SUMMARY
Customer Care								
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	100%	100%	100%	100%	☺	35/35
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%	100%	100%	100%	100%	☺	182/182
To resolve written formal complaints satisfactorily within 14 days	100%	100%	100%	100%	100%	100%	☺	2 complaints.
Repairs & Maintenance								
% 'Urgent' repairs (complete within 24 hours)	95%	99.8%	99%	99%	99%	98%	☺	
% 'Intermediate' repairs (complete within 3 working days)	95%	99.3%	99%	99%	98%	98%	☺	
% 'Non-urgent' repairs (complete within 5 working days)	95%	99.0%	99%	96%	99%	98%	☺	

Title of Indicator	TARGET 2018/19	ACTUAL 2016/17		JULY- SEPT 2017	OCT- DEC 2017	JAN - MAR 2018	APR - JUN 2018	PROGRESS AGAINST TARGET	SUMMARY
% 'Low priority' repairs (complete within 20 working days)	95%	98.2%		98%	99%	99%	99%	☺	
Availability % of Barbican lifts	Tower lifts 99%	Tower lifts 99%		Tower Lifts 92.77%	Tower Lifts 99.57%	Tower lifts 99.88%	99.80%	☺	KPI missed by 0.15%. Due to an issue with the monitoring software, 2 lifts were showing as being out of service for prolonged periods when they were actually in service. The software company are looking into this issue.
	Terrace lifts 99%	Terrace lifts 98.9%		Terrace Lifts 99.24%	Terrace Lifts 98.86%	Terrace lifts 99.10%	98.85%	☹	
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	96%		82%	77%	73%	88%	☹	KPI missed by 2% but up 15% on last quarter. 314 out of 355 lights met 5 working day target.

Title of Indicator	TARGET 2018/19	ACTUAL 2016/17	JULY- SEPT 2017	OCT - DEC 2017	JAN - MAR 2018	APR - JUN 2018	PROGRESS AGAINST TARGET	SUMMARY
Background heating - percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% Partial 90%	Total 100% Partial 98.5%	N/A	Total 100% Partial %100	Total 100% Partial 96.84%	N/A	☺	
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%	0%	0%	0%	0%	☺	
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	100%	100%	96%	97%	100%	☺	24 out of 24 lights met 5 working day target
Estate Management								
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard (& outstanding)	90%	94%	86%	89%	83%	92%	☺	Only 3/36 inspections fell below a Good standard

Title of Indicator	TARGET 2018/19	ACTUAL 2016/17		JULY- SEPT 2017	OCT - DEC 2017	JAN - MAR 2018	APR - JUN 2018	PROGRESS AGAINST TARGET	SUMMARY
Number of officer cases regarding breaches of lease (specifically installation of wooden floors/non-carpeted floors and animals)	NA	NA		NA	NA	NA	7		