

**APPENDIX 1  
SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2018-19**

| Quarter | Source       | COMMENT/QUERY | RESPONSE/ACTION   | COMPLETED  |
|---------|--------------|---------------|---|--|
| 239     | Jul-Sept 18  | SURV          | Following comments on residents' survey BEO reviewing use of envelopes for named party only and envelopes will not be used for circulars.                 | For comment only ✓   |
| 238     | Jul-Sept 18  | HO            | Recent 'mix & mingle' with new House Officer proved popular with residents. BEO will hold Christmas 'mix & mingle' with all House Officers.               | For comment only ✓   |
| 237     | Jul-Sept 18  | HO            | Residents Survey.   | Update about survey results sent out on email broadcast. Communications Officer providing individual responses to residents where requested.   |
| 236     | Jul-Sept 18  | HO            | SLA Booklet now being reviewed on Basecamp. (following review of HIP booklet)   | For comment only. A "track changes" document will be provided on Basecamp for ease.  |
| 235     | Apr-June 18  | HO            | Website information has been updated & is 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  | HO            | GDPR - reduced outreach via the Bulletin. Comments received from residents about the explanations sent out with the service charges not being sufficient. | Following changes to the Data Protection regulations, the amount of residents we reach on the bulletin had reduced, however this has since increased to almost 1,200. We are placing regular reminders to sign up in the lifts and on noticeboards & are reviewing other ways to increase the "sign up". ✓ |
| 222     | July-Sept 17 | HO            |   | Revised explanations for service charge actual letters in August in conjunction with Leasehold Service Charge Working Party. ✓   |
| 221     | Apr-June 17  | HO            | Review of Residents Information Pack & SLA booklet on hold due to other priorities & resourcing issues.   | Draft SLA booklet being finalised by BEO & anticipated to be presented by our communications officer via basecamp (web based discussion forum) to the SLA WP in the Autumn. ✓  |

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|--|--|--|
|  | <p><b>Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily</b></p>  |  |
|  | <p>GAG Gardens Advisory Group<br/>CPA Car Park Attendant<br/>LP Lobby Porter<br/>BAC Barbican Centre<br/><b>Source of comments</b><br/>HO House Officers<br/>RCC Residents Consultation Committee<br/>RCC ? RCC Pre Committee Question</p> | <p>PS Property Services<br/>LL/SC Landlord/Service Charge cost<br/>DCCS Department of Children &amp; Community Services<br/>BOG Barbican Operational Group<br/><br/>COM Complaint<br/>SURV Survey<br/>HGM House Group Meeting<br/>AGM House Group Annual General Meeting</p> |

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

| Quarter | Source              | COMMENT/QUERY  | RESPONSE/ACTION  | COMPLETED |
|---------|---------------------|--|--|-----------|
| 227     | Jul - Sep 18<br>SLA | Breton bin store has a consistent problem with fly-tipping.<br>Contractor is on site during October reviewing fire signage inside the blocks, (action point following the Fire Risk Assessments).  | Fly-tipping is within resident area (you need a key to get there). To be discussed again at Breton AGM in Dec 18, with regard to CCTV deterrent. Signage already present.  |           |
| 226     | Jul -Sept 18<br>HO  |  | For comment only.  | ✓         |
| 225     | Jul-Sept 18<br>HO   | Contractor on site completing checks from tower's Plumber's Duct Access regarding compartmentation (action point following the Fire Risk Assessments).   | For comment only.  | ✓         |
| 224     | Jul -Sept 18<br>HO  | Block cleaning & podium cleaning, both have improved on last quarter. However window cleaning issues have increased and the car park cleaning fell short this quarter.   | Window cleaning comments are reviewed at weekly contractor meetings. Car park cleaning KPI has dropped however since some changes to the car park cleaning team the results are expected to improve in the next quarter. |           |
| 222     | Apr - Jun 18<br>HO  | Car Park fire safety inspections.<br>Bins in private gardens - comments received about possibility of locating them closer to the exit points.<br>Also if the bins could have lids to prevent spillage and that they are emptied as part of the weekend cleaning duties. | Commenced this summer in the same way that the block fire escape/balcony inspections are carried out.  |           |
| 216     | Jan - Mar 18<br>AGM |  | This has now been actioned by the Cleaning Manager.  | ✓         |

# APPENDIX 3 SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2018-19

| Quarter | Source                       | COMMENT/QUERY   | RESPONSE/ACTION  | COMPLETED |
|---------|------------------------------|---|--|-----------|
| 212     | Jul-Sept 18<br>HO and res    | <p>VFM TV and broadband service various comments received:</p> <p>Who does the City have a maintenance contract for the TV system with? Is it VFM or Community Vision? VFM are now stating, "its nothing to do with them."</p> <p>Community Vision are stating that there is no maintenance contract and therefore no target dates.</p> <p>Complaints about their upfront fee and wanting credit card details. What is the procedure?</p> <p>Issues with freewiew.</p> <p>How many calls for it to be a common problem rather than individual? Repairs taking 4 days to rectify when they're affecting more than one flat.</p> <p>Intermittent loss of signal since July 2018. Periodically better in August. Quite bad throughout September. Loss of signal intermittently across the estate throughout October.</p> | <p>Protocol &amp; response times for residents presented via our bulletin in May &amp; will be repeated during the year.</p> <p>Ongoing TV service issues - BEO liaising with PS regarding a review &amp; presentation of the KPIs. Concerns about level of contract monitoring.</p> |           |
|         |                              |   | This statement is not correct.   |           |
|         |                              |   | This statement is not correct.   |           |
|         |                              |   | Licence Agreement meeting to be held with VFM in early 2019. Maintenance meeting to be held with VFM in November. Please see Property Services update for latest position.   |           |
| 211     | Jul-Sept 18<br>Res complaint | Can the signal fail due to high winds? That has been the explanation over the summer.   | BEO and PS reviewing procedures for who updates resident and when, for the more difficulty/lengthy repairs.  |           |
| 210     | Jul-Sept 18<br>PS            | Upgrade of lift lights to LEDs all completed by September 2018.   | For comment only.  | ✓         |



**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>  |
|----------------|---------------|----------------------|--|---|
| 157            | Jul - Sept 18 | HO                   | Despite Incentivising redecoration satisfaction survey, the response rate is still incredibly low and very hard to gauge any true satisfaction from it. Most recently: Thomas More 10 out 165 and Mountjoy 7 out of 64 responded.<br>Frobisher Crescent heating and hot water "health checks" of internal system in individual properties being carried out September and October.<br>The Postern external redecoration has commenced. | For comment only<br>✓   |
| 156            | Jul - Sept 18 | HO                   |  | For comment only<br>✓   |
| 155            | Jul - Sept 18 | HO                   |  | For comment only<br>✓   |
| 153            | Jul - Sept 18 | HO                   | External redecoration work - feedback from residents about fire doors from flats being painted shut following external redecoration programmes.<br>Internal redecoration works for 17/18 put on hold due to the possibility of front door replacement programme related to fire safety.  | Policy on external redecoration on fire doors from Tower flats (and Buryan and Ben Jonson north side) - being reviewed by PS. They will not be painted shut in the future and residents will be reminded at the time, of the importance of being able to open these doors.<br>✓ |
| 152            | Jul-Sept 17   | PS                   |  | Communicated to the House Group Chairs only.<br>✓   |



## Appendix 6. Barbican KPIs 2018-19

| Title of Indicator   | TARGET 2018/19    | ACTUAL 2017/18      | JULY-SEPT 2017       | OCT - DEC 2017       | JAN - MAR 2018       | APR - JUN 2018 | JUL - SEPT 2018 | PROGRESS AGAINST TARGET | SUMMARY |
|--|-------------------|---------------------|----------------------|----------------------|----------------------|----------------|-----------------|-------------------------|---------|
| <b>Customer Care</b>   |                   |                     |                      |                      |                      |                |                 |                         |         |
| Answer all letters satisfactorily with a full reply within 10 working days   | 100%              | 100%                | 100%                 | 100%                 | 100%                 | 100%           | 100%            | ☺                       |         |
| 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%           | 100%            | ☺                       |         |
| To resolve written formal complaints satisfactorily within 14 days   | 100%              | 100%                | 100%                 | 100%                 | 100%                 | 100%           | 100%            | ☺                       |         |
| <b>Repairs &amp; Maintenance</b>   |                   |                     |                      |                      |                      |                |                 |                         |         |
| % 'Urgent' repairs (complete within 24 hours)  | 95%               | 99.8%               | 99%                  | 99%                  | 99%                  | 98%            | 98%             | ☺                       |         |
| % 'Intermediate' repairs (complete within 3 working days)  | 95%               | 99.3%               | 99%                  | 99%                  | 98%                  | 98%            | 98%             | ☺                       |         |
| % 'Non-urgent' repairs (complete within 5 working days)  | 95%               | 99.0%               | 99%                  | 96%                  | 99%                  | 98%            | 97%             | ☺                       |         |
| % 'Low priority' repairs (complete within 20 working days)   | 95%               | 98.2%               | 98%                  | 99%                  | 99%                  | 99%            | 97%             | ☺                       |         |
| Availability % of Barbican lifts   | Tower lifts 99%   | Tower lifts 99%     | Tower Lifts 92.77%   | Tower Lifts 99.57%   | Tower lifts 99.88%   | 99.80%         | 99.34%          | ☺                       |         |
|  | Terrace lifts 99% | Terrace lifts 98.9% | Terrace Lifts 98.24% | Terrace Lifts 98.86% | Terrace lifts 99.10% | 98.85%         | 99.27%          | ☺                       |         |

| Title of Indicator  | TARGET 2018/19           | ACTUAL 2017/18              | JULY-SEPT 2017 | OCT - DEC 2017             | JAN - MAR 2018               | APR - JUN 2018 | JUL - SEPT 2018 | PROGRESS AGAINST TARGET | SUMMARY   |
|---|--------------------------|-----------------------------|----------------|----------------------------|------------------------------|----------------|-----------------|-------------------------|---|
| Percentage of communal light bulbs - percentage meeting 5 working days target   | 90%                      | 96%                         | 82%            | 77%                        | 73%                          | 88%            | 87%             | ☹️                      | Resources in the team still limited as one officer still undergoing training. |
| Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days  | Total 90%<br>Partial 90% | Total 100%<br>Partial 98.5% | N/A            | Total 100%<br>Partial %100 | Total 100%<br>Partial 96.84% | N/A            | N/A             | ☺️                      |   |
| Communal locks & closures - percentage of repeat orders raised within 5 working days of original order  | 0%                       | 0%                          | 0%             | 0%                         | 0%                           | 0%             | 0%              | ☺️                      |   |
| Replacement of lift car light bulbs - percentage meeting 5 working days target  | 90%                      | 100%                        | 100%           | 96%                        | 97%                          | 100%           | 100%            | ☺️                      |   |
| <b>Estate Management</b>  |                          |                             |                |                            |                              |                |                 |                         |   |
| 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%            | 98%             | ☺️                      |   |
| House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard       | 80%                      | 92%                         | 90%            | 81%                        | 81%                          | 74%            | 70%             | ☹️                      | 11 out of 37 inspections fell below good or outstanding.                      |
| House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard                | 80%                      | 84%                         | 96%            | 57%                        | 65%                          | 83%            | 95%             | ☺️                      |   |
| House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good                       | 80%                      | 89%                         | 95%            | 83%                        | 83%                          | 76%            | 68%             | ☹️                      | 10 out of 31 inspections fell below good or outstanding.                      |
| <b>Open Spaces</b>  |                          |                             |                |                            |                              |                |                 |                         |   |

| Title of Indicator   | TARGET 2018/19 | ACTUAL 2017/18 | JULY-SEPT 2017 | OCT - DEC 2017                      | JAN - MAR 2018 | APR - JUN 2018 | JUL - SEPT 2018   | PROGRESS AGAINST TARGET | SUMMARY              |
|--|----------------|----------------|----------------|-------------------------------------|----------------|----------------|-------------------|-------------------------|----------------------|
| To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval | 80%            | 100%           | n/a            | 100%                                | 100%           | N/A            | 100%              | ☺                       |                      |
| <b>Major Works</b>   |                |                |                |                                     |                |                |                   |                         |                      |
| % Overall Resident satisfaction of completed Major Works Projects (£50k+)  | 90%            | 95%            | n/a            | Willoughby 100%<br>Brandon Mews 75% | N/A            | N/A            | 86% MJ<br>78% TMH | ☹                       | see Major Works SLA. |
| <b>Short Term Holiday Lets</b>   |                |                |                |                                     |                |                |                   |                         |                      |
| Possible STHL reported to BEO because of noise or nuisance   | NA             | NA             | 0              | 0                                   | 0              | 0              | 0                 |                         |                      |
| STHL reported to BEO after being found on a website and being investigated   | NA             | NA             | 1              | 1                                   | 1              | 1              | 3                 |                         |                      |
| STHL at Stage 1  | NA             | NA             | 1              | 0                                   | 1              | 1              | 2                 |                         |                      |
| STHL at Stage 2  | NA             | NA             | 0              | 0                                   | 0              | 0              | 0                 |                         |                      |
| <b>Lease Enforcement cases</b>   |                |                |                |                                     |                |                |                   |                         |                      |
| Number of officer cases regarding breaches of lease (specifically installation of wooden floors/non-carpeted floors and animals)                               | NA             | NA             | NA             | NA                                  | NA             | 7              | 0                 |                         | No new cases.        |
| Number of cases outstanding.   | NA             | NA             | NA             | NA                                  | NA             | NA             | 2                 |                         |                      |