

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
146	Jul-Sept 2011	Mail deadline KPIs are very low for Quarter 2, and a new procedure is to be started to improve the response times.	BEO reviewed and now implemented new procedures from July 2012 - see KPI comment - to improve this KPI.	
148	Oct-Dec 2011	Method to be established to improve communication of any public areas/ podium works to residents.	Methods are currently being reviewed by BEO with TS.	
154*	April - June 2012	Can the BEO provide notices estatewide on service issues such as the escalator outage?		
155*	April - June 2012	To possibly trial a Drop-In Session at the BEO in the evening, hosted by the House Officers?		
		SLA Service Level Agreement	CGM City Gardens Manager	
		CPA Car Park Attendant	GAG Gardens Advisory Group	
		LP Lobby Porter	OS Open Spaces	
		ES Estate Services	RCC Residents Consultation Committee	
		RO Repairs Officer	ESM Estate Service Management	
		HO House Officer	DCCS Department of Children and Community Services	
		LHS Leasehold Services		
		COG Core Operational Group - Barbican Estate Manager, Resident Services Manager & House Officers and Officers from Technical Services		
		BOG Barbican Operating Group - Barbican Estate Manager, Head of Property Services and Officers from TS		
		New comments & and any changes highlighted by * in the numbered column		
		Blank sections are the most recent quarterly comments, and they will be responded to for next SLA action plan		

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
115*	Apr - Jun 11	Resident Survey - common theme - Car Parks look neglected and are not cleaned to desired standard or frequency	KPI dipped Jan - Mar 12 quarter. Partially due to works projects in Bunyan car park. Cleaning manager devising action plan for improvement. Much improved April to June.	✓
121*	Oct to Dec 11	Are baggage store areas being checked and cleaned to the required frequencies?	Some problems still being noted in some areas. Cleaning Manager to check monthly.	
122*	Oct to Dec 11	Supervisor to follow up on Joint Inspections more thoroughly.	This is now much improved by one of the supervisors. Further work required from the other.	
127*	April - June	Concierge - issues with staff not being at their box for long periods.		
128*	April - June	Tower lobbies - fire inspection now completed with follow up inspections. Items now removed.	For comment only.	✓
129*	April - June	Podium - slippy in some areas with severe wet weather.		
130*	April - June	Bin areas need more focus.		
131*	April - June	New Cleaning Supervisor has now started.	For comment only.	✓

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
145*	Oct-Dec 2011	Water penetration procedure - the letters to update residents on the cause of a leak seem to be being sent out sporadically. Letters not being sent out could lead to complaints and problems caused by residents making late insurance claims.	Still remains an issue June 2012.	
148*	Oct-Dec 2011	Repairs and Maintenance contract - new contract due to commence April 2012 for 1 year with option to extend for 6 month period (depending on contractor).	Expected starting date August 2012.	✓
152*	April-June 2012	Two new Repairs Coordinators (Housing and BEO) start work in July.	For comment only.	✓
153*	April-June 2012	On receipt of leak investigation reports the follow up remedial works orders are sometimes missed and updates for the Orchard repairs system not always added.		
154*	April-June 2012	TS need to prioritise work for contractors such as balcony linings where there is only a single contractor who can carry out a particular trade and the work is weather dependent.		
155*	July-Sept 2012	Communication plan required in the event of lift breakdowns so that the BEO are made aware and can keep residents updated on progress with repairs.		

(COMMITTEE)

APPENDIX 4

SERVICE LEVEL AGREEMENT REVIEW - MAJOR WORKS 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
88*	April-June 2011	Tower blocks - concrete spalling - TS are arranging for surveys to be carried out to the 3 tower blocks. Any necessary remedial works will be carried out following the surveys.	Repair works commenced on Shakespeare and Lauderdale in Feb and on Cromwell in March. Scaffolding removed April 2012. Remedial work still to be carried out subject to consent.	
92*	Oct-Dec 2011	Resident surveys following major works - such as redecoration projects to be emailed to residents to improve response rates and feedback.	BEO to liaise with TS to arrange once the 2011/12 projects are complete. Now complete.	✓
94*	Jan-March 2012	Concrete survey - are other blocks to be tested?	The programme of concrete testing will be expanded to the terrace blocks later in 2012.	
95*	Jan-March 2012	Redecoration projects - which officer from technical services will be in charge of these projects and will there be a Clerk of Works?	To be confirmed	
96*	Jan-March 2012	What is being done to ensure that issues which came up in past redecoration projects do not re-occur?	Meeting held between TS and HO's to review the redecoration process. Feedback to be passed to the Head of TS to consider.	✓
98*	April-June 2012	Asbestos records for the common parts and the COL flats needs to be properly catalogued.	Now complete.	✓

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
122*	Jan - Mar 12	Hosepipe ban. For the first year, Open Spaces affected. OS monitoring situation. We may call for volunteers if newly planted areas begin to suffer.	Now over.	✓
123*	Apr - Jun 12	How often does supervisor inspect?	Supervisor should spend 1.75 hours per week on Barbican Issues. Should inspect weekly. To inspect with HOs in the future?	
124*	Apr - Jun 12	Watering of new bed in TML not happening.	Now completed.	✓
125*	Apr - Jun 12	Weeding of lake now required.	Now completed.	✓
126*	Apr - Jun 12	Irrigation under BJH has been cut off by cinema project.		