

## 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>
241	Oct - Dec 18	HO	Positive feedback from Christmas 'mix & mingle'. BEO will hold Easter 'mix & mingle'.	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. Further delays due to other priorities this Autumn & current resources.	
			<b>Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily</b>		
			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	
			<b>Source of comments</b>		
			HO House Officers	COM Complaint	
			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
241	Oct - Dec 18	SLA	Despite the exceptionally high KPI, window cleaning still perceived to be of poor quality by some residents.	Residents to be reminded to report poor cleaning at the time so it can be remedied.	✓
240	Oct - Dec 18	HO	Recruitment for Car Park Concierge vacancies is underway.	For comment only	✓
231	Oct - Dec 18	BEO	Podium lighting (managed by Department of the Built Environment DBE).	A number of lights have been out across the podium for some time. We have been chasing and escalating the issues but DBE have been slow to act and respond. BEO will continue to monitor and escalate if need be.	
230	Oct - Dec 18	BEO	New stores. Installation well under way. Some stores now let and in use.	Over 120 stores have been secured with deposits.	
229	Oct - Dec 18	BEO	Adjustment to Window Cleaning Schedule.	Due to a review of the risk assessments, window cleaning methods for several flats have had to be changed. Affected residents have been informed.	
228	Oct - Dec 18	HO	Salvage Stores - fly tipping and abandoned items.	Cleaners have had to spend a lot of time clearing this area and removing a great deal of rubbish. Reminders have been sent out about how to pass items on to the Salvage store. CCTV has now been installed.	✓
224	Jul -Sept 18	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. <b>Significant improvement on the results in the last quarter for car park cleaning &amp; window cleaning (Oct-Dec 18).</b>	✓
222	Apr - Jun 18	HO	Car Park fire safety inspections.	Commenced this summer in the same way that the block fire escape/balcony inspections are carried out.	✓

## 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>
216	Oct - Dec 2018	SLA	Lightbulb KPI. Are the Resident Engineers too qualified for this task. Could it be outsourced?	To be discussed with Property Services	
215	Oct - Dec 2018	SLA	New R&M contract due to commence April 2019. Resident involvement during contract mobilisation exercise required.	To advertise for resident volunteers in weekly bulletin.	✓
214	Oct - Dec 2018	HO/PS	Overdue repairs jobs are being more actively monitored with BEO and PS. Weekly meetings set up and residents being informed about proposed works by Hos.	For comment only	✓
212	Jul-Sept 18	HO and res	VFM TV and broadband service.	<p>Protocol &amp; response times for residents presented via our bulletin will be repeated during the year. <b>As reported previously to the RCC, the recent reported issues (Jan 19) relate to the TV services and not broadband. Officers have met with VFM and whilst they stated there are mitigating circumstances around some of the service failures, we have agreed we would monitor the level of service over 6 months before we remove it from the license and seek alternative contractors. The review is due in April.</b></p>	
211	Jul-Sept 18	Res complaint	Timeliness of updates to residents regarding repairs.	BEO and PS reviewing procedures for who updates resident and when, for the more difficulty/lengthy repairs.	

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

--	--	--	--	--	--

**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	Oct - Dec 2018	SLA	External painting work required for most car parks.	Works have been scheduled to be complete this financial year.	
159	Oct - Dec 2018	HO/PS	Cold water storage tank project commences January 2019 to ensure we meet with standards in water hygiene.	For comment only	✓
158	Oct - Dec 2018	HO/PS	Frobisher Crescent heating and hot water system 'health checks' all completed by December 2018. Contract due to be tendered Spring 2019.	For comment only	✓
152	Jul-Sept 17	PS	Internal redecoration works for 17/18 put on hold due to the possibility of front door replacement programme related to fire safety.	Communicated to the House Group Chairs only.	

**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>
183	Oct - Dec 2018	SLA	Large bags of garden waste should be removed more frequently.		
182	Oct - Dec 2018	RCC	Work to main lake.	Question raised about potential or future works to lake.	
181	Oct - Dec 2018	HO	Plant nurse area created to bring on seedlings and cutting. These can then be planted out in our gardens and on the podium. Carpark level of TM and MJ.	For comment only.	✓
180	Oct - Dec 2018	HO	Gleditsia tree was removed in the TM garden along the Defoe House border. It was leaning over the path and became unsafe.	For comment only.	✓
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. Trial being reviewed in the Autumn.	
173	Jul-Sept 18	AGM	Sculpture Court planters - they are in need of repair/replacement and planting issues need to be addressed - residents comments from AGM.	Reviewed at the Frobisher Crescent Liaison Group Meeting in October - further discussions to take place with the Barbican Arts Centre.	

## Appendix 6. Barbican KPIs 2018-19

Title of Indicator	TARGET 2018/19	ACTUAL 2017/18		OCT - DEC 2017	JAN - MAR 2018	APR - JUN 2018	JUL - SEPT 2018	Oct to Dec 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%		39 letters received
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%		94 emails received
To resolve written formal complaints satisfactorily within 14 days	100%	100%		100%	100%	100%	100%	100%		2 formal complaints received
<b>Repairs &amp; Maintenance</b>										
% 'Urgent' repairs (complete within 24 hours)	95%	99.8%		99%	99%	98%	98%	97%	😊	
% 'Intermediate' repairs (complete within 3 working days)	95%	99.3%		99%	98%	98%	98%	97%	😊	
% 'Non-urgent' repairs (complete within 5 working days)	95%	99.0%		96%	99%	98%	97%	96%	😊	
% 'Low priority' repairs (complete within 20 working days)	95%	98.2%		99%	99%	99%	97%	91%	😞	HOs been scrutinising with PS & contractors this KPI.
Availability % of Barbican lifts	Tower lifts 99%	Tower lifts 99%		Tower Lifts 99.57%	Tower lifts 99.88%	99.80%	99.34%	99.42%	😊	
	Terrace lifts 99%	Terrace lifts 98.9%		Terrace Lifts 98.86%	Terrace lifts 99.10%	98.85%	99.27%	99.74%	😊	





Title of Indicator	TARGET 2018/19	ACTUAL 2017/18		OCT - DEC 2017	JAN - MAR 2018	APR - JUN 2018	JUL - SEPT 2018	Oct to Dec 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%		100%	100%	N/A	100%	100%	😊	
<b>Major Works</b>										
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	95%		Willoughby 100% Brandon Mews 75%	N/A	N/A	86% MJ 78% TMH	N/A		
<b>Short Term Holiday Lets</b>										
Possible STHL reported to BEO because of noise or nuisance	NA	NA		0	0	0	0	1		
STHL reported to BEO after being found on a website and being investigated	NA	NA		1	1	1	3	0		
STHL at Stage 1	NA	NA		0	1	1	2	0		
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	7	0	1		
Number of cases outstanding.	NA	NA		NA	NA	NA	2	1		