

## 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>
244	Jan to Mar 19	HO	New receptionist appointed to the team – Kelly Tang.	For comment only	
243	Jan to Mar 19	HO	Schedule of items in the residents bulletin with links to the website to increase traffic and direct flow to the website. The website is being regularly updated.	For comment only	
242	Jan to Mar 19	HO	Residents bulletin - June 2018 (1,001 residents signed up) and in April 2019 this had increased to 1,245 residents.	For comment only	
241	Oct - Dec 18	HO	Positive feedback from Christmas 'mix & mingle'. BEO will hold Easter 'mix & mingle'.	Easter 'mix & mingle' went well with further positive feedback. BEO reviewing how to develop these seasonal resident sessions to increase resident engagement.	
236	Jul-Sept 18	HO	Review of SLA booklet - following review of Home Improvement Pack booklet.	On hold due to other priorities & 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
245	Jan - Mar 19	COM	Fire Safety - use of decking and astroturf on resident balconies/fire escapes.	Fire Safety booklet being revised and will also include specific information on items on balconies prior to being distributed to residents before balcony/fire escape inspections in Summer 2019.	
244	Jan - Mar 19	COM	Request by a resident for a dedicated day of week for vacuuming carpets and the replacement of corridor carpet tiling.	SLA states a weekly task for vacuuming carpets. Quotes being obtained for replacement of corridor carpet tiling and to be forwarded to House Group Committee.	
243	Jan - Mar 19	HO	Re-assigned Cleaning Supervisors areas of responsibility to match House Officers.	Changes to encourage better communications and working relationships between Supervisors and HO's. Has also increased efficiencies and service levels (as per most recent Jan-Mar 19 Cleaning KPIs).	
242	Jan - Mar 19	COM	Potential security issues regarding requests for identification before handing over residents keys in car park office. Issues with procedure of escorting residents to BEO key office during out of hours service.	Re-iterated protocol and procedures included in the Estate Concierge Operations Manual to Car Park Attendant/Estate Concierge.	

### 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>
218	Jan- Mar 2019	PS	New Repairs & Maintenance contract commencing 1 April.	A mobilisation workshop was set up between volunteer residents and officers to review how the new contract is improving. Residents comments were taken on board to improve efficiency.	
217	Jan- Mar 2019	PS	Lightbulb KPI. Are the Resident Engineers too qualified for this task. Could it be outsourced?	Most recent KPI (Jan-Mar 19) above target. Resident Engineers do sometimes outsource light replacements. However, it has proved difficult as fittings are also being changed as the programme of replacement with LED lightbulbs continues across the Estate.	
212	Jul-Sept 18	HO and res	VFM TV and broadband service.	Protocol & response times for residents presented via residents bulletin will be repeated during the year. Most of reported issues 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, it has been agreed that BEO would monitor the level of service over 6 months before we remove it from the license and seek alternative contractors. The 6-month review of the TV service provided by VFM up until April will also include comments provided by residents in May via our bulletin. The results of this review will be communicated via our bulletin in June.	
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>
162	Jan - Mar 19	HO	Communications Officer ongoing liaisons with Project Management team in Property Services to ensure regular communications in resident bulletin regarding projects e.g. concrete and water tank works.	For comment only	
161	Jan - Mar 19	PS	Work to replace the water proof coating on the barrel vault roofs has commenced. This project will run until summer 2020.	For comment only	
160	Oct - Dec 2018	SLA	External painting work required for most car parks.	Works have been completed.	✓
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>
185	Jan - Mar 19	HO	Complaints received from Brandon Mews residents regarding the waterfall timing and lack of consultation.		
184	Jan - Mar 19	HO	New planting designed to deter non-residents from entering Speed Gardens between the GSMD and Speed Gardens has been completed.	Completed.	✓
183	Oct - Dec 2018	SLA	Large bags of garden waste should be removed more frequently from the Podium.	Fed back to the gardening team in Open Spaces.	
182	Oct - Dec 2018	RCC	Work to the main lake.	Question raised about potential or future works to lake.	
177	Apr - Jun 18	SLA	New garden recycling still has some issues and needs further publicity (locations, where soil can go).	Cleansing reviewing a recycling leaflet drop for Barbican residents including an update about the garden waste collection (as well as an update for the residents bulletin). Cleansing are waiting to hear from the new contractors as to whether collecting garden waste is a possibility.	

## Appendix 6. Barbican KPIs 2018-19

Title of Indicator	TARGET 2018/19	ACTUAL 2017/18		Jan - Mar 2018	Apr - Jun 2018	Jul - Sept 2018	Oct to Dec 2018	Jan to Mar 2019	PROGRESS AGAINST TARGET	COMMENT
<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%	96%	😞	3 emails out of 73 received did not meet the KPI.
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%	98%	98%	97%	99%	😊	
% 'Intermediate' repairs (complete within 3 working days)	95%	99.3%		98%	98%	98%	97%	98%	😊	
% 'Non-urgent' repairs (complete within 5 working days)	95%	99.0%		99%	98%	97%	96%	96%	😊	
% 'Low priority' repairs (complete within 20 working days)	95%	98.2%		99%	99%	97%	91%	91%	😞	Being reviewed with Property Services.

[illegible]



[illegible]

Title of Indicator	TARGET 2018/19	ACTUAL 2017/18		Jan - Mar 2018	Apr - Jun 2018	Jul - Sept 2018	Oct to Dec 2018	Jan to Mar 2019	PROGRESS AGAINST TARGET	COMMENT
Number of officer cases regarding breaches of lease (specifically installation of wooden floors/non-carpeted floors and animals)	NA	NA		NA	7	0	1	4		
Number of cases outstanding.	NA	NA		NA	NA	2	1	3		