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

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
			New receptionist appointed to the team - Kelly		
244	Jan to Mar 19	НО	Tang.	For comment only	
			Schedule of items in the residents bulletin with	·	
			links to the website to increase traffic and direct		
	Jan to Mar 19		flow to the website. The website is being regularly		
243		НО	updated.	For comment only	
			Residents bulletin - June 2018 (1,001 residents	,	
	Jan to Mar 19		signed up) and in April 2019 this had increased to		
242		НО	1,245 residents.	For comment only	
			,,=1010000000	Easter 'mix & mingle' went well with further positive	
				feedback. BEO reviewing how to develop these	
			Positive feedback from Christmas 'mix & mingle'.	seasonal resident sessions to increase resident	
241	Oct - Dec 18	НО	BEO will hold Easter 'mix & mingle.	engagement.	
		110			
	Jul-Sept 18		Review of SLA booklet - following review of Home		
236	_	НО	Improvement Pack booklet.	On hold due to other priorities & current resources.	
			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	
			RCC Residents Consultation Committee	SURV Survey	
			RCC ? RCC Pre Committee Question	HGM House Group Meeting	
			2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	AGM House Group Annual General Meeting	

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

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
				Fire Safety booklet being revised and will also include	
				specific information on items on balconies prior to	
			Fire Safety - use of decking and astroturf on resident	being distributed to residents before balcony/fire	
245	Jan - Mar 19	COM	balconies/fire escapes.	escape inspections in Summer 2019.	
				SLA states a weekly task for vacuuming carpets.	
			Request by a resident for a dedicated day of week for	Quotes being obtained for replacement of corridor	
			vacuuming carpets and the replacement of corridor	carpet tiling and to be forwarded to House Group	
244	Jan - Mar 19	COM	carpet tiling.	Committee.	
				Changes to encourage better communications and	
				working relationships between Supervisors and HO's.	
			Re-assigned Cleaning Supervisors areas of	Has also increased efficiencies and service levels (as	
243	Jan - Mar 19	НО	responsibility to match House Officers.	per most recent Jan-Mar 19 Cleaning KPIs).	
			Potential security issues regarding requests for		
			identification before handing over residents keys in		
			car park office. Issues with procedure of escorting	Re-iterated protocol and procedures included in the	
			residents to BEO key office during out of hours	Estate Concierge Operations Manual to Car Park	
242	Jan - Mar 19	COM	service.	Attendant/Estate Concierge.	

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

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
				A mobilisation workshop was set up between	
				volunteer residents and officers to review how the	
	Jan- Mar			new contract is improving. Residents comments	
218	2019	PS	New Repairs & Maintenanace contract commencing 1 April.	were taken on board to improve efficiency.	
				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	
	Jan- Mar		Lightbulb KPI. Are the Resident Engineers too qualified for	replacement with LED lightbulbs continues across	
217	2019	PS	this task. Could it be outsourced?	the Estate.	
				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	
212	Jul-Sept 18	HO and res	VFM TV and broadband service.	communicated via our bulletin in June.	
	our ocpt to		VI IV I V and broadband service.		
 		Res		BEO and PS reviewing procedures for who updates	
211	Jul-Sept 18	complaint	Timeliness of updates to residents regarding repairs.	resident and when, for the more difficulty/lengthy repairs.	✓

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

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APPENDIX 4 SLA AGREEMENT REVIEW - MAJOR WORKS 2018-19

	<u>Quarter</u>	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
			Communications Officer ongoing liaisons with		
			Project Management team in Property Services		
			to ensure regular communications in resident		
			bulletin regarding projects e.g. concrete and		
162	Jan - Mar 19	НО	water tank works.	For comment only	
			Work to replace the water proof coating on the		
			barrel vault roofs has commenced. This project		
161	Jan - Mar 19	PS	will run until summer 2020.	For comment only	
			External painting work required for most car		
160	Oct - Dec 2018	SLA	parks.	Works have been completed.	✓
			Internal redecoration works for 17/18 put on hold		
			due to the possibility of front door replacement		
152	Jul-Sept 17	PS	programme related to fire safety.	Communicated to the House Group Chairs only.	

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

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
185	Jan - Mar 19	НО	Complaints received from Brandon Mews residents regarding the waterfall timing and lack of consultation.		
184	Jan - Mar 19	но	New planting designed to deter non-residents from entering Speed Gardens between the GSMD and Speed Gardens has been completed.	Completed.	√
	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. Question raised about potential or future works to	
182	Oct - Dec 2018	RCC	Work to the main lake.	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.	

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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
Customer Care									
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)	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%	(()	
Repairs & Maintenance									
% '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%	(3)	Being reviewed with Property Services.

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
Availability % of Barbican lifts	Tower lifts 99%	Tower lifts 99%	Tower lifts 99.88%	99.80%	99.34%	99.42%	98.23%	(3)	Lauderdale lift B - intermittent door issue & a new "door board" took 5 days to source, 2 days to fit & configure it to the lift. Cromwell lift C - problem with the "governor rope" - lift out of service for a few days.
	Terrace lifts 99%	Terrace lifts 98.9%	Terrace lifts 99.10%	98.85%	99.27%	99.74%	99.71%	(3)	
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	96%	73%	88%	87%	87%	92%	:	
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	90%	Total 100% Partial 98.5%	Total 100% Partial 96.84%	N/A	N/A	Total 100% Partial 97.87%	Total 100% Partial 100%	:	
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%	97%	100%	100%	100%	100%	(3)	
Estate Management									

or nuisance NA NA 0 0 0 1 0 STHL reported to BEO after being found on a website and being investigated NA NA NA 1 1 3 0 1 STHL at Stage 1 NA NA NA 1 1 2 0 0 STHL at Stage 2 NA NA NA 0 0 0 0 0	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
House Group representatives monitoring communal window cleaning - good and very good standard	House Group representatives monitoring block cleaning - good and very good standard (&	90%	94%	83%	92%	98%	98%	98%	(1)	
House Group representatives monitoring podium cleaning - good and very good standard House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good 80% 89% 83% 76% 68% 100% 100%	House Group representatives monitoring communal window cleaning - good and very good standard	80%	92%	81%	74%	70%	92%	97%	©	
House Group representatives monitoring car park cleaning - good and very good Open Spaces 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 Major Works % Overall Resident satisfaction of completed Major Works Projects (£50k+) Short Term Holiday Lets Possible STHL reported to BEO because of noise or nuisance NA NA NA NA NA NA NA NA NA N	House Group representatives monitoring podium	80%	84%	65%	83%	95%	98%	100%	9	
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 Major Works % Overall Resident satisfaction of completed Major Works Projects (£50k+) \$\frac{86\temp{MJ}}{100\temp{MJ}} \frac{86\temp{MJ}}{100\temp{MJ}} \frac{100\temp{MJ}}{100\temp{MJ}} \frac{86\temp{MJ}}{100\temp{MJ}} \frac{100\temp{MJ}}{100\temp{MJ}} \frac{100\temp{MJ}}{100\temp{MJ}	House Group representatives monitoring car park	80%	89%	83%	76%	68%	100%	100%	③	
(other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval Major Works **Overall Resident satisfaction of completed Major Works Projects (£50k+) **Short Term Holiday Lets Possible STHL reported to BEO because of noise or nuisance STHL reported to BEO after being found on a website and being investigated NA NA NA NA NA NA NA NA NA N	Open Spaces									
% Overall Resident satisfaction of completed Major Works Projects (£50k+) 95% N/A	(other than seasonal works and unless other timescale agreed) within 6 weeks (30 working	80%	100%	100%	N/A	100%	100%	N/A		
% Overall Resident satisfaction of completed Major Works Projects (£50k+) 90% 95% N/A	Major Works									
Possible STHL reported to BEO because of noise or nuisance NA NA NA NA NA NA NA NA NA N	· · · · · · · · · · · · · · · · · · ·	90%	95%	N/A	N/A	78%	N/A	N/A		
or nuisance NA NA 0 0 0 1 0 STHL reported to BEO after being found on a website and being investigated NA NA NA 1 1 3 0 1 STHL at Stage 1 NA NA NA 1 1 2 0 0 STHL at Stage 2 NA NA NA 0 0 0 0 0	Short Term Holiday Lets									
website and being investigated INA 1 1 3 0 1 STHL at Stage 1 NA NA 1 1 2 0 0 STHL at Stage 2 NA NA 0 0 0 0 0		NA	NA	0	0	0	1	0		
STHL at Stage 2 NA NA 0 0 0 0 0	website and being investigated			1	1			•		
	· ·			1						
	Lease Enforcement cases	NA	NA	0	0	0	0	0		

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		