

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>
245	Apr - Jun 19	HO	Residents' satisfaction survey sent out 21 June, closing date 26 July.	BEO to review feedback in order to improve services. Report to September Committee.	
243	Apr - Jun 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. Welcome Pack is proposed to be added to the website.	For comment only.	✓
242	Jan to Mar 19	HO	Residents bulletin - June 2018 (1,001 residents signed up) and in June 2019 this had increased to over 1,300 residents.	For comment only.	✓
236	Jul-Sept 18	HO	Review of SLA booklet - following review of Home 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	
				AGM House Group Annual General Meeting	

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

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
248	Apr - Jun 19	SLA	Graffiti at the podium level is removed as a Landlord cost. The recent graffiti at Bunyan was removed very promptly.	For comment only	✓
247	Apr - Jun 19	HO	Estate wide fire escape and balcony inspections complete. Follow up inspections currently being carried out	For comment only	✓
246	Apr - Jun 19	HO	New cleaners in John Trundle Court and Frobisher Crescent, currently being monitored.	For comment only	✓
245	Jan - Mar 19	COM	Fire Safety - use of decking and astroturf on resident balconies/fire escapes.	Fire Safety booklet revised and also included specific information on items on balconies. Distributed to residents before balcony/fire escape inspections in Summer 2019.	✓

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>
221	Apr - Jun 19	Res	BEO expect to check the delivery/cost of 15% of repairs. Would reporting the level achieved provide a visible KPI that the cost of repairs is being monitored?	It is possible to add in an extra KPI that will demonstrate what proportion of the 15% checked passed or failed inspection. This will be in place for Oct - Dec 19.	
220	Apr - Jun 19	Res	Repairs feed back forms are sent to residents requesting such repairs and detailing the work to be done. The return of these forms after completion of the works is expected to indicate resident satisfaction that the work has been done and is satisfactory, as far as the resident can see. Is this a poor measure of control? The work is frequently done weeks after the request and it is not clear to the resident that the form has any significance in terms of costs which may then be charged to them through the service charge. It is understood that because the 15% check may focus more on larger cost items these lower cost items are more likely to fall outside those checks.	The BEO is due to "Go Live" on a new Housing Management System over the next 6 months. It is expected that this system will enable a survey to be sent to residents at the end of the work with an accurate cost attached. SLA WP will monitor further.	
212	Apr - Jun 19	HO and res	VFM TV and broadband service.	Agreed that BEO would monitor the level of service over 6 months before we remove it from the license and seek alternative contractors. The results of this review was that some residents are noticing that there are some isolated TV concerns, which were being resolved via the use of amplifiers. Broadband Service was generally very good. The monitoring period has been extended for a further 6 months as reported to the RCC on 10 June 2019.	
219	Apr - Jun 19	HO & PS	Several new personnel working at Repairs Call Centre. HOs have noted some priority assignment issues when raising orders.	To be raised at next Barbican Operational Group meeting.	

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>
164	Apr - Jun 19	PS	As part of the Estate Maintenance programme a project is underway for the painting of the external communal podium rails which are reverting 'back to black' as per the Listed Building Guidelines.	For comment only	✓
163	Apr - Jun 19	HO	External redecoration commenced in Lambert Jones Mews and Seddon House. Completion August (weather permitting).	For comment only	✓
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 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>
187	Apr - Jun 19	HO	New signs at the entrances to the residents' private gardens "No dogs, no barbeques and requesting ball games are reserved for the Thomas More Play area".	For comment	
186	Apr - Jun 19	COM	Comments about condition of Speed House Lawn. Planting now completed and the lawn has been cut. This is being monitored.	For comment	
185	Apr - Jun 19	HO	Complaints received from Brandon Mews residents regarding the waterfall timing and lack of consultation.	Resident House Group has been formed and have been directed to approach Barbican Association in order to be included in future discussions with Barbican Centre.	
177	Apr - Jun 19	SLA	New garden recycling still has some issues and needs further publicity (locations, where soil can go).	Officers from the City's Cleansing Department are putting together a proposal to undertake another trial, subject to interest from residents, to collect garden waste next year. However, the proposal to undertake the trial is subject to Port Health and Environmental Services Committee approval. The success of the trial will be measured by level of participation in the trial and the weight and quality of the garden waste collected.	
182	Oct - Dec 2018	RCC	Work to the main lake.	As reported in the recent residents bulletin the original lake pumps were brought back into service to return water levels back to normal. Future works are for the Barbican Arts Centre to allow their plant room and equipment to be repaired to bring the fountains and waterfall back into service.	

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

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Appendix 6. Barbican KPIs 2019-20

Title of Indicator	TARGET 2019/20	ACTUAL 2017/18		Apr - Jun 2018	Jul - Sept 2018	Oct to Dec 2018	Jan to Mar 2019	Apr to June 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%	😊	53 letters all met the KPI
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%	96%	100%	😊	76 Emails all met the KPI
To resolve written formal complaints satisfactorily within 14 days	100%	100%		100%	100%	100%	100%	100%	😊	2 formal complaints received
Repairs & Maintenance										
% 'Urgent' repairs (complete within 24 hours)	95%	99.8%		98%	98%	97%	99%	95%	😊	
% 'Intermediate' repairs (complete within 3 working days)	95%	99.3%		98%	98%	97%	98%	96%	😊	
% 'Non-urgent' repairs (complete within 5 working days)	95%	99.0%		98%	97%	96%	96%	96%	😊	
% 'Low priority' repairs (complete within 20 working days)	95%	98.2%		99%	97%	91%	91%	94%	😞	Being monitored with Property Services

Title of Indicator	TARGET 2019/20	ACTUAL 2017/18	Apr - Jun 2018	Jul - Sept 2018	Oct to Dec 2018	Jan to Mar 2019	Apr to June 2019	PROGRESS AGAINST TARGET	COMMENT
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard (& outstanding)	90%	94%	92%	98%	98%	98%	93%	☺	
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	80%	92%	74%	70%	92%	97%	91%	☺	
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	80%	84%	83%	95%	98%	100%	100%	☺	
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	80%	89%	76%	68%	100%	100%	100%	☺	
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	80%	100%	N/A	100%	100%	N/A	N/A		
Major Works									
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	95%	N/A	86% MJ 78% TMH	N/A	N/A	N/A		
Short Term Holiday Lets									
Possible STHL reported to BEO because of noise or nuisance	NA	NA	0	0	1	0	0		
STHL reported to BEO after being found on a website and being investigated	NA	NA	1	3	0	1	1		
STHL at Stage 1	NA	NA	1	2	0	0	0		
STHL at Stage 2	NA	NA	0	0	0	0	0		
Lease Enforcement cases									

Title of Indicator	TARGET 2019/20	ACTUAL 2017/18		Apr - Jun 2018	Jul - Sept 2018	Oct to Dec 2018	Jan to Mar 2019	Apr to June 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		7	0	1	4	1		
Number of cases outstanding.	NA	NA		NA	2	1	3	1		