

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.	Results are trending in the right direction. Quarter 1 was 67%, Quarter 2 is 77%.	
148*	Oct-Dec 2011	Method to be established to improve communication of any public areas/ podium works to residents.	Notice boards, direct mail, Barbicanews and estate wide email broadcasting are currently being used.	✓
154*	April - June 2012	Can the BEO provide notices estate wide on service issues such as the escalator outage?	Yes. Information from City Surveyors was email broadcast recently.	✓
155*	April - June 2012	To possibly trial a Drop-In Session at the BEO in the evening, hosted by the House Officers?	No positive or negative comments about this have been received from residents.	
157*	July-Sept 2012	Golden Lane/ Barbican Residents Meeting chaired by Deputy Joyce Nash has been booked for 20 Nov.	For comment only.	✓
158*	July-Sept 2012	There are issues of managing Will 03 car park, as it is being mis-used by McAlpine/ Heron.	Car Park Manager liaising with SRM regarding our complaints.	
		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	SRM Sir Robert McAlpine	
		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		

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
122*	Oct to Dec 11	Supervisor to follow up on Joint Inspections more thoroughly.	This is now much improved.	✓
127*	April - June 12	Concierge - issues with staff not being at their box for long periods.	Much improved in last quarter - no issues noted - following review by Car Park Manager	✓
129*	April - June 12	Podium - slippy in some areas with severe wet weather.	Appropriate action taken where needed.	✓
130*	April - June 12	Bin areas need more focus.	Much improved across the estate	✓
133*	Jul - Sept 12	Resident request that cleaning staff are instructed to remove marks on walls within 24 hours of appearance.	Cleaners reminded to check for marks daily & remove where applicable - any marks that cannot be removed to be reported to Cleaning Supervisor.	✓
134*	Jul - Sept 12	Cleaning KPIS improving.	For comment only.	✓
135*	Jul - Sept 12	Resident complaint received about cleaning levels in car parks especially around block entrances.	Cleaning Manager has liaised with resident. Block entrances cleaned daily.	
137*	Jul - Sept 12	Managers to remind teams re lift curtain procedure.	Cleaning and Car Park Manager requested to do so.	
138*	Jul - Sept 12	Litter an issue on podium when BC is busier.	Twice daily litter picking is occurring.	

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.	Reviewed and letters updated. Further monitoring following changes.	
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.	Much improved.	✓
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.	TS reviewing.	
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.	BEO has met with TS to agree new procedures.	
157*	July-Sept 2012	Resident feedback - Repairs Line improvement in answering phone and returning calls etc.	For comment only.	✓

(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.	
94*	Jan-March 2012	Concrete survey - are other blocks to be tested?	The programme of concrete testing will be expanded to the terrace blocks towards the end of this financial year.	✓
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?	Officer from TS now appointed to this role. CoW employed.	✓
99*	July - September 2012	Redecs 2012/13 have now commenced. Project Communications Plan now being implemented.	Will be reviewed throughout project.	

APPENDIX 5
SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
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 plus joining the GAG walkarounds	✓
126*	Apr - Jun 12	Irrigation under BJH has been cut off by cinema project.	OS to hand water when and if required.	
128*	Jul - Sep 12	Resident feedback re private gardens - looking very nice at the moment.	for comment only.	✓
129*	Jul - Sep 12	Resident feedback re private gardens - concern about severe pruning in Thomas More Garden	for comment only.	✓
130*	Jul - Sep 12	Further seasonal bedding reductions being reviewed. GAG consulted.	for comment only.	✓