

APPENDIX 1

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2020-21

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
1	Jul - Sept 18	HO	Review of SLA booklet.	On hold due to other priorities & current resources.	
2	Oct - Dec 20	HO	One of the House Officer team, is retiring. We are currently recruiting for the post.	For information only.	
3	Oct - Dec 20	HO	CoL website has relaunched.	For information only.	
4	Oct - Dec 20	HO	Bulletin has been updated.	City policy to move away from Mailchimp to MS Sway. Lots of positive comments received about the new look. "The bulletin is such a success." More CoL/ BEO branding needed?	Completed
5	Oct - Dec 20	HO	Officers continue to Work from Home.	The House Officer team were on site to complete inspections. With the new lockdown, this has again been paused. Details are regularly posted in the bulletin.	
6	Oct - Dec 20	HO	We are not asking leaseholders to stop their Home Improvements (as was the case during the first lockdown in Spring 2020 and November 20) during this current lockdown.	This in line with Government advice and has been publicised in our weekly bulletin.	Completed
7	Oct - Dec 20	HO	BEO reception still only open 11am-2pm.	The full re-opening of the Barbican Estate Office will be looked at in conjunction with plans for re-opening our other Estate Offices and other corporate buildings as and when Government/Town Clerk advice allows.	Completed
8	Oct - Dec 20	SLA	Officers names and contact details have been removed form the website. City policy and decision.	This is being reviewed by officers with the City Solicitor.	
9	Oct - Dec 20	SLA	"To resolve written formal complaints satisfactorily within 14 days" Who decides if the complaint has been dealt with satisfactorily?	The wording will be reviewed and presented at the next SLA WP meeting.	
			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	

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			BAC Barbican Centre	BOG Barbican Operational Group - senior officers from BEO and Property Services	
			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 2020-21

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED	
1	Oct- Dec 19	AGM	Concierge to notify House Officers when a new resident moves onto the Estate and clarify if a leaseholder or sub-tenant.	SLA WP agrees. Welcome cards have been printed.		

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2020-21

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
1	Oct - Dec 19	COM	Recommendation from a Stage 3 complaint was made that the residents should be better informed of any delays to Repairs.		
2	Oct - Dec 19	PS/HO	Weekly meetings held with Repairs & Maintenance contractor to provide an update on outstanding orders.	These continue.	Completed
3	Apr - Jun 19	Res	Repairs feedback forms with cost of works to be included.	Management System in Spring 2020 but this has been delayed until after financial year end (March 2021). 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. SLA WP - is there a firmer date?	
4	Oct - Dec 20	HO	Lift fans now on following review with our lift contractors.	All lift fans are extracting from the car therefore guidance is for them to remain on.	Completed
5	Oct - Dec 20	HO	Information about services provided during lockdown has regularly featured in the bulletin and is on the website.	For comment only.	Completed

APPENDIX 4

SLA AGREEMENT REVIEW - MAJOR WORKS 2020-21

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
1	Oct - Dec 20	HO/complaint	Water Tank project. Issues with now much noisier tanks.	A satisfaction survey is scheduled to be distributed to all affected properties.	
2	Oct - Dec 20	HO	Fire signage project currently on hold pending Planning Advice.	Officers had met with Planning colleagues to agree a way forward and would be submitting a fire strategy, setting out how the signage would be delivered. The Assistant Director stressed that this had not been an officer decision but driven by the fire risk assessment, which had made very clear recommendations in terms of updating the signage in order to comply with new fire safety regulations. Members noted that the strategy would be shared with the Fire Safety Working Party and Cromwell Tower House Group representatives would be included. The BRC Chairman suggested that the Working Party should include both resident and non-resident Members.	
3	Oct - Dec 20	HO	Asbestos and Legionella testing has continued throughout lockdown.	For comment only	Completed.
4	Oct - Dec 20	HO	Redecorations programme - TBC.		
5	Oct - Dec 20	SLA	Front entrance door set replacements. Could information about this be publicised so that all residents are aware? Timings of project, what it will look like, how it will be delivered.	The intention is to bring a Gateway 1-4 Report to the BRC in March 21 to seek funding for staff and consultant fees to take us to the procurement stage of the process. This report will also set out a timetable for the procurement and delivery of the project. A Gateway Report will be brought back to Committee in June seeking to award the contract.	

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2020-21

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
1	Oct - Dec 20	HO	Extra resource (as requested and agreed by RCC) started in October. Delay due to lockdown.	Visible improvement to the 2 private gardens. Positive comments received.	Completed
2	Oct - Dec 20	Complaint	Issue with window cleaning due to overgrown shrubs.	Pruning has now been undertaken and the problem has been resolved.	
3	Oct - Dec 20	HO	Barbican Estate engineers continue to assist the Centre with maintenance of the lake filters.	Time for this is charged to the Centre.	Completed
4	Oct - Dec 20	SLA	Has the cutting back and work in the private gardens (Thomas More) been too severe in terms of Biodiversity?	It is accepted that some of the works in Thomas More garden may look harsh, but after careful consideration it was felt that a number of the established plants needed pruning back beyond where they have been previously pruned to, as they had become overgrown. And in the case of the jasmine in the north western corner, it had been allowed to get far too large, to the detriment of other plants that it had engulfed. It was decided to do this heavy pruning works early in the year as to avoid impacting on nesting birds. City Gardens would welcome discussions with any residents who have any suggestions about improving biodiversity in the garden.	
5	Oct - Dec 20	SLA	Condition of lakes? Has this got worse in recent years?	The works to refurbish the original lake pumps in summer 2019 have dramatically improved water circulation. Additionally the Centre removed a large amount of silt from the top channel. The waterfall by Brandon Mews is currently out of action. The Centre are aware and will attend to it when able but this does not greatly add to the lake circulation. Residents and visitors do continue to feed the birds.	

Appendix 6. Barbican KPIs 2020-21

Title of Indicator	Actual 2019/20	TARGET 2020/21		Oct - Dec 2019	Oct - Dec 20	PROGRESS AGAINST TARGET	COMMENT
Customer Care							
Answer all letters satisfactorily with a full reply within 10 working days	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%	😊	
To resolve written formal complaints satisfactorily within 14 days	100%	100%		100%	100%	😊	
Repairs & Maintenance							
% 'Urgent' repairs (complete within 24 hours)	96%	95%		100%	99.28%	😊	
% 'Intermediate' repairs (complete within 3 working days)	95%	95%		99%	98.66%	😊	
% 'Non-urgent' repairs (complete within 5 working days)	97%	95%		99%	91.75%	😞	Due to the pandemic, the focus was on higher priority works. Most of the out of target repairs have had extensions of time agreed.
% 'Low priority' repairs (complete within 20 working days)	98%	95%		99%	75.06%	😞	Due to the pandemic, the focus was on higher priority works. Most of the out of target repairs have had extensions of time agreed.

Title of Indicator	Actual 2019/20	TARGET 2020/21		Oct - Dec 2019	Oct - Dec 20	PROGRESS AGAINST TARGET	COMMENT
Availability % of Barbican lifts	99.57%	Tower lifts 99%		99.84%	99.60%	☺	
	98.9%	Terrace lifts 99%		99.38%	99.18%	☺	
Percentage of communal light bulbs - percentage meeting 5 working days target	91%	90%		87%	94%	☺	
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 100% Partial 100%	Total 90% Partial 90%		Total 100% Partial 100%	Total 100% Partial 100%	☺	
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%		0%	0%	☺	
Replacement of lift car light bulbs - percentage meeting 5 working days target	100%	90%		100%	100%	☺	

Title of Indicator	Actual 2019/20	TARGET 2020/21		Oct - Dec 2019	Oct - Dec 20	PROGRESS AGAINST TARGET	COMMENT
New KPI for % of 15% repairs checks from October 2019. How many jobs failed inspection?	0.04%			0.00%		☺	
Estate Management							
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard (& outstanding)	94%	90%		95%	100%	☺	
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	93%	80%		93%	97%	☺	
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	100%	80%		100%	100%	☺	
Major Works							
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	NA	90%		NA	NA		
Short Term Holiday Lets							
Possible STHL reported to BEO because of noise or nuisance	NA	NA		0	0		
STHL reported to BEO after being found on a website and being investigated	NA	NA		0	0		
STHL at Stage 1	NA	NA		0	0		
STHL at Stage 2	NA	NA		0	0		
Lease Enforcement cases							

Title of Indicator	Actual 2019/20	TARGET 2020/21		Oct - Dec 2019	Oct - Dec 20	PROGRESS AGAINST TARGET	COMMENT
Number of officer cases regarding breaches of lease (specifically installation of wooden floors/non-carpeted floors and animals)	NA	NA		3	0		
Number of cases outstanding.	NA	NA		3	1		