

## 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. This has been on hold for a long time, is there likely to be any movement this year (2021)? Awaiting lifting of moratorium on permanent recruitment in the COL but we anticipate being able to begin to look at this piece of work this year.	
5	Oct - Dec 20	HO	Officers continue to Work from Home.	The House Officer team were on site to complete inspections during quarter 3. With the new lockdown in quarter 4, this has again been paused. Details are regularly posted in the bulletin. House Officers are back on site from mid-April to carry out inspections.	Completed
8	Oct - Dec 20	SLA	Officers names and contact details had been removed from the website. City policy and decision.	This has being reviewed by officers with the City Solicitor and the BEO has been successful in names and numbers being re-introduced.	Completed
9	Oct - Dec 20	SLA	"To resolve written formal complaints satisfactorily within 14 days" KPI. Who decides if the complaint has been dealt with satisfactorily?	Agreed by the Working Party that the wording of the KPI be reviewed by Officers. Draft text: "to respond to complaints no later than ten full working days from the date of acknowledgement". As part of the formal complaint's procedure, if residents are not satisfied with their response, they can escalate their complaint to the next stage of the 3 staged Complaints procedure. The KPIs should reflect this if they are escalated.	Completed
10	Jan - Mar 21	HO	KPIs have not been produced for this current quarter due to Lockdown. Will re-commence from April 2021.	For comment only.	Completed
12	Jan - Mar 21	HO	Survey conducted on "new format" bulletin. Feedback and suggestions will be reported back throughout May 21.	For comment only.	Completed
13	Jan - Mar 21	HO	The next estatewide Resident Satisfaction Survey will be in September 21.	For comment only.	Completed
14	Jan - Mar 21	SLA	Will there be a BEO announcement about non lockdown measures?	Frontline provision of services were unaffected except window cleaning of the lower levels of the towers in this last lockdown. Reception will remain at 11-2 hours for the time being. Office arrangements are being reviewed for capacity.	

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			<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 - senior officers from BEO and Property Services	
			Source of comments:		
			HO House Officers	COM Complaint	
			RCC Residents Consultation Committee	SURV Survey	
			AGM House Group Annual General Meeting	HGM House Group Meeting	
			ESS Estate Services Supervisor		

**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. Agreed to include Barbican Association information on next re-print. New move information is being provided. The ESS are also providing information about moves in and out of	
4	Oct - Dec 20	HO	Shielded staff.	2 Car Park Concierge and 1 Estate Cleaner fall into the Clinically Extremely Vulnerable category and have not been at work during the recent lockdown. As of April 2021 shielding has ended and 2 staff members have returned.	Completed
5	Oct - Dec 20	HO	Pink card delivery system for residents parcels. Halted during pandemic.	At October meeting agreed for Sub-Working group of the SLA WP to be set up (to include David Graves, Graham Wallace and Fred Rodgers. The group will also include a House Officer and be chaired by Barry Ashton, Car Park and Security Manager). Currently on hold due to other priorities. Agreed that resident members meet to review options.	
6	Oct - Dec 20	HO/COM PLAINT	Window cleaning service continuing as normal except the key permission flats (lower tower flats). Issues should be reported in a timely fashion so the contractors can remedy.	This has been advertised via our bulletin. As of 19.04.21, the service is completely back to normal. This has been advertised in the bulletin.	Completed
7	Jan - Mar 21	HO	Some issues experienced with delivery drivers of food deliveries.	A reminder has been provided in the bulletin.	
8	Jan - Mar 21	HO	Some complaints about quality of window cleaning received.	Raised at the weekly contractor review meetings.	
9	Jan - Mar 21	RCC	Clarification of when rubbish can be left in corridors. Also contractors items.	Reminders to be included in the bulletin.	
10	Jan - Mar 21	SLA	Window cleaning was noted by some residents at Breton House AGM to be of a poor standard.	This will be passed back to the contractor via the regular meetings held with them.	

## APPENDIX 3

### SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2020-21

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
1	Oct - Dec 19	COM	Recommendation from formal complaints that the residents should be better informed of any delays to Repairs.	BOG meeting to review procedures with additional "update" communications to residents from Repairs Service Desk now in place.	
3	Apr - Jun 19	Res	Repairs feedback forms with cost of works to be included.	This was due to "Go Live" on a new Housing Management System but this has been delayed until Autumn 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.	
6	Oct - Dec 20	HO	Delays encountered with some repairs during lockdown due to issues with deliveries and staffing levels.	Staffing levels back to normal. Deliveries returned to near normal. Glazing – still experiencing some delays due to backlog with suppliers catching up with orders from others.	
7	Jan - Mar 21	COM	The majority of work orders involve water penetration, be it balcony/roof repairs or joinery. Has this been looked at as part of the condition survey?	Yes.	
8	Jan - Mar 21	COM	Additional communications to residents when jobs are extended.	For comment only.	
9	Jan - Mar 21	HO	In-house contractors Metwin have secured additional team members to get through the roof works backlog.	For comment only.	
10	Jan - Mar 21	HO	Plumbing stack pipes corroding. House Officers have noted there are an increasing number of these jobs. Has this been looked at as part of the condition survey?	Yes - this has been partly covered by the condition survey.	

**APPENDIX 4**  
**SLA AGREEMENT REVIEW - MAJOR WORKS 2020-21**

	<b>Quarter</b>	<b>Source</b>	<b>COMMENT/QUERY</b>	<b>RESPONSE/ACTION</b>	<b>COMPLETED</b>
1	Oct - Dec 20	HO/complaintAGM	Water Tank project. Issues with now much noisier tanks. Resident involvement during contract letting, may have stopped issues.	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.	The Fire Signage Project on the Estate had been suspended for the time being, while discussions were ongoing with Planning and English Heritage. Whilst Listed Building Consent would not be required, the Planning Department would need to approve a Fire Strategy, in order for the project to proceed. Residents' comments in respect of the signage would be taken into account but the signage must be legally compliant. Site visits would form part of the development of the Fire Strategy in order to check the readability at different times of the day.	
4	Oct - Dec 20	HO	5 year redecorations programme 2020-2025.	There will be a report to June 2021 committees.	
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.	Following the March Gateway 1-2 report to committee the next stages include site surveys and the appointment of a design team during Spring/Summer 2021 and a Gateway 3-4 options appraisal report to committee in the Autumn.	
6	Jan - Mar 21	HO	Joinery on top floors. HOs have noted there are a number of complete window replacement works on the top floors of various blocks. Has an assessment been carried out in terms of trends & will this feed into the Asset Maintenance Working Party & or a project? Has this been taken into account with regards to the redecorations programme?		

**APPENDIX 5**  
**SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2020-21**

	<b>Quarter</b>	<b>Source</b>	<b>COMMENT/QUERY</b>	<b>RESPONSE/ACTION</b>	<b>COMPLETED</b>
2	Oct - Dec 20	Complaint	Issue with window cleaning due to overgrown shrubs.	Pruning has now been undertaken and the problem has been resolved.	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.	Completed.
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.	Completed.
6	Jan - Mar 21	HO	Beth the Gardener writing in the Friday bulletin.	New gardener post regularly in the weekly bulletin. This has been positively received and explains what improvements are being undertaken and the reasons behind certain decisions.	Completed.
7	Jan - Mar 21	AGM	"Desire lines" in the new planting in Thomas More have led to areas of grass being worn away.	This has been passed to the gardeners who will re-seed where needed. In the most part, grass is very resilient and will grow back.	
8	Jan - Mar 21	SLA	"No Mow May" that is, not lawn mowing an area of the lawn. Will an area of Thomas More follow this?		

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9	Jan - Mar 21	SLA	Are staff numbers the same or have they dropped down?	No . A member of the team has been moved (part of the week) to another site but is being covered by another member of the team.	Completed.
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