

## 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. Will be re-launched to new SLA WP in September.	
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. From September office-based Officers will be back in for two days a week. Reception opening hours extended to 10.00-15.00 from 6 September and will be subject to further review at the end of September.	
15	Apr - Jun 21	HO	Informal comments about turnaround of some Home Improvements Applications.	Home Improvements Pack states that provided all appropriate forms have been completed correctly most applications are decided within 2 months but large and complex applications can take up to 3 months. Officers have been managing the process the best they can during COVID-19 and with the start of 2 new House Officers.	
16	Apr - Jun 21	SLA WP	Officers to collaborate with the SLA WP in reviewing the residents survey expected to be distributed in Autumn 2021.		
17	Apr - Jun 21	SLA WP	Complaints KPI to include numbers as well as percentages.		
			<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 are being distributed. Agreed to include Barbican Association information on next re-print. New move information is being provided. The ESS, CPAs and Reception are providing information about moves in and out of the Estate.	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). Agreed that resident members meet to review options. Meeting in June of Sub-Working group to review and agree interim local system of notifying residents within 24 hours of parcel delivery not collected by text, email or telephone for further roll-out across the Estate. Meeting notes to be forwarded to the SLA WP.	
7	Jan - Mar 21	HO	Some issues experienced with delivery drivers of food deliveries.	Several reminders have now been provided in the bulletin.	Completed.
8	Jan - Mar 21	HO	Some complaints about quality of window cleaning received.	Raised at the weekly contractor review meetings. A few minor complaints received which have been resolved within 5 working days.	Completed.
9	Jan - Mar 21	RCC	Clarification of when rubbish can be left in corridors. Also contractors items.	Reminders included in the bulletin. Fire Safety inspections have commenced on the residential block balconies on the Estate.	
11	Apr - Jun 21	HO/HGM	Pigeon proofing in communal areas of the residential blocks.	Increase in number of complaints about pigeons on the Estate. Comments about the installation of deterrent spikes without consultation (both positive & negative).	

### 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.	Completed.
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.	
8	Jan - Mar 21	COM	Additional communications to residents when jobs are extended.	For comment only.	Completed.
9	Jan - Mar 21	HO	In-house contractors Metwin have secured additional team members to get through the roof works backlog.	For comment only. Additional resources have helped to reduce the backlog.	Completed.
11	Apr - Jun 21	BA/RCC	TV service complaints.	Recent meetings with contractor in July and August and ensuing updates in the residents bulletin on fault reporting.	
12	Apr - Jun 21	SLA	New contractor 4th Utility have taken over from VFM to provide TV and broadband services.	Regular updates provided in the residents bulletin.	Completed.

## APPENDIX 4

### SLA AGREEMENT REVIEW - MAJOR WORKS 2020-21

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
1	Oct - Dec 20	HO/AGM	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. Still a few outstanding tanks to be completed. Once done surveys will be distributed.	
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. Architects have completed their report which fire safety consultants are currently reviewing which will then be submitted to the London Fire Brigade. The results, including the signs themselves, will then be shared with the Asset Maintenance Working Party (AMWP) and residents for comment which is expected to take place in the Autumn.	
4	Oct - Dec 20	HO	5 year redecorations programme 2020-2025.	The scope and timing of redecorations for the external components would remain substantially as originally intended. Proposals for reducing the scope of internal work by deferring certain areas (e.g. little used stairwells) will be developed in consultation with each House Group prior to the redecoration of their building. Negotiations with the contractor regarding pricing, especially of items that might be omitted from the original scope of work, are continuing. Concerns over the shortage of raw materials and the general uncertainty besetting the building industry are making the process more difficult than usual. However, it has been agreed to consult with residents regarding any carbon reduction opportunities that might exist regarding alternate materials or components. The AMWP will work with Officers to analyse the rates and quantities for all the elements involved in the redecorations and especially the impact of removing the internal doors from the specification of work to be done.	

## APPENDIX 4

### SLA AGREEMENT REVIEW - MAJOR WORKS 2020-21

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. A full audit is currently being undertaken which included not only doors to flats but also glazed windows and fire doors. The objective is to ensure that all existing conditions including the presence of asbestos are accounted for and that the replacement programme can take advantage of standardisation in production and installation. Actual work on site is unlikely to commence before 2022/23, which is important to House Groups in connection with the scope of internal works to be undertaken. The order of work will depend on the risk of exposure for each block, as indicated in the forthcoming Arup analysis, and the need to coordinate with other projects in the various blocks. Communication with residents was an essential component of the project.	
6	Jan - Mar 21	HO	Joinery on top floors. HO's 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?	The AMWP have agreed that a procedure needs to be developed to ensure that, when multiple similar repairs arise across the estate, they are promptly brought to the attention of the AMWP.	
7	Apr- Jun 21	HO	Asbestos survey for common parts completed	Any remedial works have been completed.	Completed.
8	Apr- Jun 21	HO	The Barbican Projects Hub is now live on the website <a href="https://www.barbicanprojects.co.uk">https://www.barbicanprojects.co.uk</a>	comment only	Completed.

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

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	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.	Completed.
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?	More consideration will be given to 'No Mow May' going forward - experimenting with leaving verges longer to promote wildflowers. The grass will be left a little longer to lessen effects of possible drought.	

## Appendix 6. Barbican KPIs 2021-22

Title of Indicator	Actual 2019/20	TARGET 2021/22		Apr - June 21	July - Sep 21	Oct - Dec 21	Jan - Mar 22	PROGRESS AGAINST TARGET	COMMENT
<b>Customer Care</b>									
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%		100%				😊	10 out of 10 responded to in 10 days
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%		100%				😊	138 out of 138
To respond to complaints no later than 10 working days from the date of acknowledgement.	100%	100%		100%				😊	5 out of 5 responded to
<b>Repairs &amp; Maintenance</b>									
% 'Urgent' repairs (complete within 24 hours)	96%	95%		94%				😞	116 Completed In Target 8 Out of Time
% 'Intermediate' repairs (complete within 3 working days)	95%	95%		95%				😊	352 Completed In Target 17 Out of Time
% 'Non-urgent' repairs (complete within 5 working days)	97%	95%		90%				😞	308 Completed In Target 35 Out of Time

% 'Low priority' repairs (complete within 20 working days)	98%	95%		90%				☹	593 Completed In Target 68 Out of Time
Availability % of Barbican lifts	99.57%	Tower lifts 99%		98%				☹	Cromwell B Lift was out of for an extended period due to damage & Shakespeare A Lift has an issue with the safety rope and extended fault
	98.9%	Terrace lifts 99%		99.5%				☺	
Percentage of communal light bulbs - percentage meeting 5 working days target	91%	90%		96%				☺	
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 100% Partial 100%	Total 90% Partial 90%		100%				☺	
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%							





Number of officer cases regarding breaches of lease (specifically installation of wooden floors/non-carpeted floors and animals)	NA	NA		NA			0		
Number of cases outstanding.	NA	NA		NA					





