

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% and quarter 3 is 96%	
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, and following meetings with the BEO and McAlpine/ Heron, the standards have much improved.	
159*	Oct-Dec 2012	The Q&A format of communication eg Beech Gardens Project has worked well and should be used again for other updates.		
		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		

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
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. Now much improved.	✓
137*	Jul - Sept 12	Managers to remind teams re lift curtain procedure.	Cleaning and Car Park Manager requested to do so. Improved.	✓
138*	Jul - Sept 12	Litter an issue on podium when BC is busier.	Weekend podium cleaners are in operation and they target high traffic areas. These areas are also patrolled during the week.	✓
140*	Oct - Dec 12	Some complaints received about bin areas at Christmas.	Was addressed at the time by the Supervisors. It was a struggle for the cleaners as refuse collection from Cleansing was missed - CM has taken up with Cleansing Dept.	✓
141*	Oct - Dec 12	Skips on Lauderdale ramp to be there for a set time and not left to linger.	Officers made aware - BEO monitoring	

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.	
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.	✓
156*	July-Sept 2012	New main contractor - weekly update meetings with BEO, TS and Metwin not yet happening.	Meetings now being held.	✓
157*	Oct - Dec 12	New contractors Metwin - BEO notes much improved communication regarding ongoing repairs.	For comment only.	✓
158*	Oct - Dec 12	New contractors Metwin - to be reminded to clean up when works are complete.	Reminded at weekly meetings - BEO monitoring	
159*	Oct - Dec 12	New contractors Metwin - occasionally too many staff are involved in one job and there is a lack of continuity.	Reminded at weekly meetings - BEO monitoring	

(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 later in Spring 2013. 2nd stage consultation letters have been sent out to affected blocks.	
99*	July - September 2012	Redecs 2012/13 have now commenced. Project Communications Plan now being implemented.	Will be reviewed throughout project.	
100*	Oct - Dec 12	Condition Surveys for redecs project 2013/14 to be completed.	Have been completed - all 3 blocks will require redecs. 1st stage consultation imminent.	
101*	Oct - Dec 12	Beech Gardens - soil clearance aspect of project has gone very well. One complaint received the first week of the project (due to a resident not being aware of works) otherwise no problems encountered.	For comment only.	✓

APPENDIX 5
SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
126*	Apr - Jun 12	Irrigation under BJH has been cut off by cinema project.	OS to hand water when and if required.	
131*	Oct - Dec 12	No leaf blowing complaints received this Autumn.	For comment only.	✓
132*	Oct - Dec 12	Fann St Wildlife Garden accessible path - BEO currently investigating this option and seeking funding.	For comment only.	✓
133*	Oct - Dec 12	Concrete Planters @ Cromwell Tower and Lauderdale Tower. To speak with House groups about BEO's option of moving the larger concrete planters to replace the worn out smaller wooden tubs.	Liaising with Cromwell Tower HG following AGM. Meeting to be set up for Lauderdale Tower HG	