

## **NOTES/KEY POINTS ARISING FROM A SERVICE LEVEL AGREEMENTS MEETING**

**21 FEBRUARY 2022**

### **1 Present**

**Officers-** Michael Bennett, Helen Davidson, Luke Barton

**Residents -** Averil Baldwin, Tony Swanson, Andrew Tong

### **2 Estate -wide order data**

The Estate Office (EO) had expanded the “order” information Robbie had previously compiled in relation to Defoe. It showed numbers of orders and their value, broken down by priority level, category, block, and whether or not they were included in the service charge ( see attached).

It was agreed that this was useful, transparent information to provide to residents and could be valuable in identifying trends and future priorities and projects. The data showed, for example, how big an issue water penetration was proving to be. The information might also assist regular inspections and the identification of problems before they escalated. **Action- EO to produce this information throughout the Estate**

### **3 Revised KPIs**

The EO's streamlined set of KPI's was welcomed. However, they focussed on efficiency. More needed to be done to measure satisfaction among residents. The KPIs also needed to be included in the revised SLA booklet and publicised in the monthly residents' bulletin. In the discussion that followed, it was agreed:

- to consider running a resident satisfaction survey once more;
- to re-introduce customer surveys after jobs were completed;
- “post-covid”, for officers, e.g. House Officers, to be more visible throughout the Estate and reflect changed priorities, e.g., more frequent fire-safely balcony checks;
- to consider how to re-launch and communicate the KPIs.

( The EO pointed out that the new property maintenance system “ Civica”, currently being tested, has built-in questionnaires on quality of service).

**Action -EO to report back on the above**

### **4 The SLA Booklet**

Although the contents of the booklet might ultimately be affected by future developments, e.g. Estate Office re-organisation, it was agreed that it would be useful to re-issue it as soon as possible. There had been attempts at revision in 2018 so a start had been made. To keep costs down it was agreed that the booklet should be launched on-line in the first instance.

**Action -It was subsequently agreed that Nabeela, the EO's communication's officer, would take forward the booklet revision with Averil. The two held their first meeting on 23 February and are planning to meet again w.c. 7 March.**

### **5 AoB**

Michael would be retiring in two weeks. Resident members thanked him for all he had done for residents and wished him well in retirement. His successor would be announced in due course.

Next meeting 26 May

Members of Working Party

Averil Baldwin, Jane Smith, Juliet McNamara, Tony Swanson, Andrew Tong and Jim Durcan