

SLA Working Party - Minutes

Wednesday 31 August – 6pm

Attendees- Ella Ashton (BEO), Helen Davinson (BEO), Rosalind Ugwu (BEO), James Durcan, Juliet McNamara, Andrew Tong.

Apologies- Luke Barton (BEO), Robbie Eunson (BEO), Jane Smith, Tony Swanson, Averil Baldwin

1. SLA Booklet Review- HD thanked Nabeela Ahmed and Averil Baldwin for their efforts in completing the review of the SLA booklet. HD reminded the group that the exercise was a refresh of the SLA booklet rather than a review SLAs themselves – this is a wider exercise that may incur changes to costs. Previously the SLA booklet had been in PDF format on the website – this was quite cumbersome to navigate (especially on a phone). Rather than a booklet version, we have changed it into topics then a service selection, this makes for easier and quicker access. JM commented that it is much clearer and accessible and has offered a run through of the final piece and to add some final minor proof reading eg. Full stops or using acronyms without description.

Action – HD to find an accessible edit version for JM to edit.

AT thought the booklet was very good however expressed that new residents might not know what the SLAs are. HD expressed that we have tried to make it as prominent as possible on the website. JM queried if the CPA/Cleaners are aware of their main duties and HD confirmed that the review has not changed their daily tasks as we did not wish to change to costs. JM thanked everyone involved in the review of the booklet.

Action – to publicise new format in weekly bulletin.

2. KPIs – HD apologised for the two missing items (% urgent repairs and P2,P3,P4 and failed inspections). JD asked who does the Property Services (PS) inspections and are residents involved? HD explained that the Resident Engineers/Property Services Officers (Res/PSOs) carry out the technical post-job inspections. JD expressed he hasn't had a joint inspection with his HO. HD apologised and that they have been missed due to sickness and an on-site emergency. JM asked why inspections are down to 76%. EA explained that standards have dropped due to staff shortages across the estate causing staff to have to work across numerous blocks and only carry out touch points/bin collections. As staffing levels are improving, the standards are slowly increasing and returning to the 'normal' high standard. House Officers do swap a block every quarter, to help compare blocks and review standards. Completing inspections with residents is also good to compare views on standards.

Action – HD to provide information on how many inspections were accompanied by a resident.

JD asked if we use the same system as Golden Lane Estate on iPads (IAUDITOR), RU explained the structure of the app and that we do not have it currently but are looking to get it, staff did have demonstration of the app last week.

Action – RU to show templates of IAUDITOR to working party.

AT asked what an inspection included. RU explained its cleaning/ carpets/ lights/ car parks/repairs/ H&S. AT queried if these are still carried out in a smaller block eg. Lambert Jones. HD confirmed they were.

Action – House Officers to provide open invite to all residents for Joint inspections where House Group does not provide a representative.

Repair Breakdown- HD thanked Robbie's hard work in getting the figures together. Due to changes in the system and data transfer, there are some coding errors. This won't happen in future quarters. Garchey and REs show as £0 due to them being a separate item on the service charge. JD asked to what extent can we use this data to show what blocks are suffering with certain repairs the most. HD said yes and this date was also intended for review by the Asset Maintenance WP and how this best communicated with residents. JD said this a great view of repairs and costing. RU agreed and added that Civica would enable us to drill down even further if needed. JM asked can we have individual breakdown costs for blocks. HD answered that we only have overview for this quarter but would be possible for future quarters. JM complemented this view. AT queried if Civica is now fully running. HD confirmed it is for R&M, however it can have many other capabilities, RU added that we would like to expand it to service charges. More reports and work streams can be built/added on in the future. It was suggested that Mohammad Hussain could create a presentation to show residents in the future or have a pre-made Q&A. AT queried the costing on Civica. The group also queried when the Saville's stock condition survey would be available to view.

Action – HD to clarify cost split between Housing and Barbican

Action – RU to organise demonstration of Civica

Action – to report to RCC an update of the stock condition survey

3. Barbican Communications – There is a survey due to go out to residents in the bulletin. HD previewed the survey to the working party. JD asked for this to be sent to the WP first for extra comments. One of the questions concerning the frequency of the bulletin received mixed response from the group. RU said the BEO want to up their comms to individual blocks. JD expressed that he reads the bulletin weekly and wasn't convinced that having a 'centralised' system will increase comms and that residents should have been consulted prior to the role of BEO comms officer being cut. RU confirmed that this decision was not made by the BEO and that there would no diminishment of service. JM commented that she hoped the new system will improve the comms and relationship with residents.
4. Committee – EA to circulate the minutes to WP and they will be provided to the RCC as well as the KPI's, a the working party update. JD mentioned that he likes the WP and that it works well and although it is a group transition with new members. In the future the group may need to review the SLAs to ensure we have the correct ones in place. JM agreed but mentioned we should not have gaps and continue to communicate throughout.

Next date for SLA WP – 1 November 2022.