

## **Report of the Service Level Agreement Working Party to the Residents Consultation Committee for its meeting on 30 November 2022**

Following the Residents Consultation Committee (RCC) meeting on 20 Sept this Working Party has met three times. Its major focus areas have included:

**KPIs** – the Working Party has continued to monitor the KPIs and to press for improvements where they are needed. That work has been made more difficult by issues in the implementation of the new Civica software which has resulted in some data not being recorded and therefore being unavailable. We are assured that these difficulties will be overcome. The information provided to the Working Party has improved and has enabled a greater focus of recurring issues in terms of repairs and greater clarity about how the data is put together. It has also been agreed that the data presented to the Working Party will include year to date as well as current quarter information to provide more context.

Although the WP reviews data on the number, type and cost of repairs across the estate and by block this is not currently matched to budgets. With the availability of year to date spend data and budgets the WP would be much better placed to monitor performance through the year and avoid any surprises while probing the causes of under – or over-spending.

This scrutiny might be extended to include an update on year to date spending against budget for each of the SLA areas (which coincide with service charge areas) - that way there would be no surprises on costs out of line with budget at year end and offer an opportunity to explore the causes.

The BEO plans to adopt iAuditor to provide better standards and monitoring in relation to cleaning. iAuditor enables cleaning standards to be displayed visually and enables the electronic capture of inspection results. This is scheduled for implementation in December 2022. Concern was expressed that cleaning standards are variable and have fallen, in some areas, below acceptable levels. The WP was assured that improvements in staffing should result in the restoration and maintenance of appropriate cleaning standards.

Some issues remain about the definition of which cleaning is the responsibility of block cleaners and which that of the podium cleaners e.g. the ventilation shutters on the uprights between the staircases.

**Survey of Residents** – this was discussed extensively and subsequently amended before being circulated to all leaseholders. Results of the survey are currently being collated and discussed by BEO staff. A full report on the survey results and on the changes proposed in response to the survey will be brought to the RCC at its first meeting in 2023.

**Communications Strategy** - given the widespread concerns that have emerged about communications between the Barbican Estates Office (BEO) and leaseholders and residents the Interim Head of the BEO had proposed that the communications strategy for the Barbican should be rewritten and shared with the House Groups and the RCC for discussion.

It was subsequently been agreed to split this work into two parts: the first will focus on the goals and purpose of the Communications Strategy and the second will focus on the best means of achieving those goals and purposes. Members of the WP have stressed that

improvements in communications, although both welcome and vitally necessary, are not a substitute for action on the underlying issues facing the estate e.g. poor service levels in some areas, high and unpredicted increases in service charges, the lack of trustworthy and reliable data.

Given the independent review of the BEO that is taking place the WP considers that discussion of any Communications strategy needs to take account of the resources that will be available to deliver it.