

# **Report of the Service Level Agreement Working Party to the Residents Consultation Committee for its meeting on 8 August 2024**

This working party met on August 8th 2024. Those present included Tony Swanson, Juliet McNamara, Andrew Tong, Jim Durcan, Jane Smith and Helen Davinson. Apologies were received from Luke Barton.

## **1. KPIs – the KPI report was discussed in detail**

After two years of being handicapped by the lack of Civica data the Working Party was pleased to receive accurate information from Civica. Thanks to all those who brought this about,

In addition, the Working Party (WP) were pleased to note that the targets – agreed in 2021-22 – were included the latest KPI sheet.

The target for responding to complaints within 10 days for Stage 1 was only met in 50% of the cases. This represented an improvement on the previous quarter when only 29% of complaints met the target but remains worryingly below the target of 100% responses within 10 days. Subsequent information confirmed that 100% of cases were responded to within 20 days.

Data on the proportion of jobs that failed their initial inspection will be added before the RCC meeting but were not available to the WP.

The poor performance of towers lifts against target – 83.8% availability against a target of 99% - prompted a discussion. Officers stated that one Shakespeare lift was reported as out of service for the whole quarter. Dan Castle is investigating whether the report is accurate and, if it is, why this occurred.

There were two reported cases of short term holiday lets. Members mentioned that properties on AirBnB do not necessarily mention their location in the Barbican to avoid detection. It can be difficult to identify flats simply from the photographs posted on the website. The WP suggested that the Barbican Estate Bulletin be used to remind residents that AirBnB is a breach of the lease and to encourage residents to report to their House Officer any signs of suspected Airbnb use, to assist the BEO in its own monitoring of this problem

Cleaning standards, as measured by House Officer inspections at 80%, still need some improvement to meet the target of 90% being good or outstanding.

Members of the WP noted the very large rise in repair costs in Quarter 1. It was agreed that the Chair should write to the Chair of the Service Charge WP suggesting a full and clear account of these increases be provided to the next meeting of the RCC.

Installation of smart meters: one member reported that a smart meter had been installed in late July at their staircase flat without any difficulty being raised about asbestos. Another member reported the same for their corridor block (no asbestos in the cupboard and an installer familiar with the Barbican). Andrew Tong reported that he had reached

out to Octopus Energy and they were keen to have a meeting to discuss smart meter installations and how any problems might be avoided. Helen Davinson agreed to facilitate a meeting of appropriate parties.

The meeting finished in time to permit members from Seddon to attend the block's summer party.