

# **Report of the Service Level Agreement Working Party to the Residents Consultation Committee for its meeting on 25 November 2024**

This working party met at 18.00 on 31<sup>st</sup> October 2024. Those present included Tony Swanson, Juliet McNamara, Andrew Tong, Jane Smith, Jim Durcan, and Helen Davinson. Luke Barton and Dan Sanders.

The Chair welcomed all those present, including the ADBRE, Dan Sanders, who was attending for the first time.

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

There was an extensive discussion of the data on the BEO's responsiveness to Complaints. It was clarified that complaints should be acknowledged within 5 working days and responded to within a further 10 working days providing a window of up to 15 working from receipt of complaints. Only 6 Stage 1 complaints were received in Quarter 2. It was noted that the target of responding within 10 working days was only met in 50% of cases in Quarter 2, the same level of underperformance as in Quarter 1. The ADBRE acknowledged the Working Party's concerns and undertook to examine whether this performance undershoot could be rectified or, at least, improved upon.

Of the six complaints received two related to rent and tenancy issues, two related to lift repairs, one to Communications and Customer Service and one to repairs and maintenance.

The Working Party had a brief discussion of whether the final stage of the Complaints procedure might be amended by replacing the Social Housing Ombudsman as specified in the current procedure with the Property Ombudsman who deals with issues arising under the Landlord and Tenant Act

The WP noted that, in the second quarter, only lifts in the staircase blocks met the target of 99% availability. Corridor lift availability slipped to 94.3% in the second quarter from 98% in the first quarter. Tower lift availability fell further from 83.3% to 77.7%. Officers reported that there were concerns that the data relating to tower lift availability was not reliable and that investigations were in hand. This response was also provided in August which may suggest a need for more urgency in the investigations. Officers agreed to provide updated figures on tower lift availability.

There was general acknowledgement that the situation in Seddon House where two of the lifts have been out of action for some weeks was placing a heavy burden on residents.

The ADBRE explained the actions which were being taken to survey the mechanical and electrical condition of all 80 lifts in the BRE. The WP welcomed this survey and supported the wider dissemination of the results as soon as they are available. The specific problems of lift outage currently being experienced reflect the difficulty of obtaining suitable spare parts. All avenues are being pursued including looking at the availability of second hand parts and having spares custom made. The WP made the case for greater regular communication with affected residents so that they were aware of the progress of the efforts being made.

The ADBRE reported that work was under way to identify parts that needed to be stockpiled in order to minimise future outages. The WP welcomed this while recognising the need to balance the costs of such stocks against their likely rate of drawdown and the criticality of the lifts affected.

As at its last meeting data on the proportion of jobs that failed their initial inspection were not available to the WP.

In our previous report the WP noted that cleaning standards, as measured by House Officer inspections, had slipped to 76% meeting the standard of good to outstanding compared to the target of 90%. This marked a further small slip from the 80% recorded for the previous quarter. Officers reported that attention was being focused on supervision and training to raise standards across the board.

The WP agreed to a suggestion that the data on window cleaning problems be modified to focus on the number and type of issues raised. Such information would be helpful in setting the terms of the tender of this contract.

No instances of short term lets were reported in Quarter 2. Following discussion the WP asked officers to consider writing up an anonymised account of a successful enforcement of the prohibition on short term lets to let residents know that action is taken in such cases and to encourage residents to report any further cases. Such an account could be included in the Barbican Bulletin.

The WP expressed its appreciation of officers' work in compiling the data on the number, cost, type and location of repairs in each quarter. This information is valuable and informative. It was agreed that the cost data would be rounded to the nearest pound to avoid the use of decimal points. It was also agreed that officers would look at producing information standardised by the number of flats in each block.

The meeting finished at 19.30.