

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2012

	<u>QUARTER</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
159	Oct-Dec 2012	The Q&A format of communication eg Beech Gardens Project has worked well and should be used again for other updates.	Ongoing.	✓
160	Jan-Mar 2013	The Cleaning Team Staff Room is moving to the BEO. This will allow for better communication and supervision of the team.	For comment only.	✓
		Quarter - at the end of each quarter issues are raised by the House Officers and SLA Working Party which are then presented to service providers		
		Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily		
		SLA Service Level Agreement	CGM City Gardens Manager	
		CPA Car Park Attendant	GAG Gardens Advisory Group	
		LP Lobby Porter	OS Open Spaces	
		ES Estate Services	RCC Residents Consultation Committee	
		RO Repairs Officer	ESM Estate Service Management	
		HO House Officer	DCCS Department of Children and Community Services	
		LHS Leasehold Services	SRM Sir Robert McAlpine	
		COG Core Operational Group - Barbican Estate Manager, Resident Services Manager & House Officers and Officers from Property Services (PS)	PS Property Services	
		BOG Barbican Operating Group - Barbican Estate Manager, Head of Property Services and Officers from PS		

(COMMITTEE)

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2012

	<u>QUARTER</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
141	Oct - Dec 12	Skips on Lauderdale ramp to be there for a set time and not left to linger.	Officers made aware - BEO monitoring	
142	Jan - Mar 13	Problems with alleged City Of London market research companies across the estate (door knocking, ID)	BEO investigating.	
143	Jan - Mar 13	New Park & Text system implemented.	For comment only. 25% take up in first week.	✓

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2012

	<u>QUARTER</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
145	Oct-Dec 2011	Water penetration procedure - the letters to update residents on the cause of a leak seem to be being sent out sporadically. Letters not being sent out could lead to complaints and problems caused by residents making late insurance claims.	Reviewed and letters updated. Further monitoring following changes.	
154	April-June 2012	PS need to prioritise work for contractors such as balcony linings where there is only a single contractor who can carry out a particular trade and the work is weather dependent.	PS reviewing. Additional contractor now agreed.	✓
160	Jan - Mar 13	Quotations from Metwin - taking too long	Now resolved with contractor.	✓
162	Jan - Mar 13	Mini trial of ventilation cleaning being carried out in Shakespeare Tower.	for comment only.	✓
163	Jan - Mar 13	Asset Maintenance WP - more detail about the actual assets and current cyclical programmes to be forthcoming.		

(COMMITTEE)

APPENDIX 4

SERVICE LEVEL AGREEMENT REVIEW - MAJOR WORKS 2012

	<u>QUARTER</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
88	April-June 2011	Tower blocks - concrete spalling - PS are arranging for surveys to be carried out to the 3 tower blocks. Any necessary remedial works will be carried out following the surveys.	Remedial work still to be carried out subject to consent. Works Update letter to all Tower residents by 18/01/13. Meeting with planners to press to do work under LBC guidelines. Meeting to be held with Town Clerks/Legal and BA to discuss charging.	
94*	Jan-March 2012	Concrete survey - are other blocks to be tested?	The programme of concrete testing will be expanded to the terrace blocks later in Spring 2013. Works to MJH and Breton House deferred, Feb meetings to update residents. Q&A with PS following meetings on 18.2. Q&A sent out March 2013. Low rise concrete testing is progressing.	
99*	July - September 2012	Redecs 2012/13 have now commenced. Project Communications Plan now being implemented.	Ongoing.	
100*	Oct - Dec 12	Condition Surveys for redecs project 2013/14 to be completed.	Have been completed, 1st stage consultation w/e 18.1.13. Meeting held on 18.4.13 to discuss with residents of Bryer/John Trundle and Bunyan Court.	
102*	Oct - Dec 12	2013/14 redecs projects. Spec to be reviewed prior to going out to tender. BEO to be involved in this.	Lessons learned to be reviewed. New systems now in place will be explained in letter to all affected residents	✓
103	Jan-Mar 2013	Resident Surveys post project - now being sent out electronically.	for comment only.	✓
104	Jan - Mar 2013	Roof guarantee information - an article for barbicanews about next blocks to expire?	Summer newsletter - TBC	

APPENDIX 5
SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2012

	<u>QUARTER</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
126*	Apr - Jun 12	Irrigation under BJH has been cut off by cinema project.	OS to hand water when and if required.	
133*	Oct - Dec 12	Concrete Planters @ Cromwell Tower and Lauderdale Tower. To speak with House groups about BEO's option of moving the larger concrete planters to replace the worn out smaller wooden tubs.	Feedback from Lauderdale that they should remain where they are. Cromwell would like 2 either side of entrance.	
134	Jan - Mar 13	Lots of winter maintenance carried out plus planting up. Positive comments from residents received.	For comment only	✓
135	Jan - Mar 13	St Giles planters (streetscene) planted up in March	For comment only	✓