

Barbican KPIs 2024 25

Title of Indicator	Target from 2021/22	Apr- Jun 24	July - Sep 24	Oct - Dec 24	Jan - Mar 25	COMMENT
Customer Care						
To respond to complaints no later than 10 working days from the date of acknowledgement.	100%	50%	50%	90%		1 out of the 10 complaints were responded to outside of the 10 working days but this was communicated to the complainant. (All complaints received initial acknowledgement within 5 working days)
Complaints Escalated beyond stage one	na	2	0	2		2x Stage 2 Complaints both upheld (1x Finance, 1x highwalks/communal areas)
Complaints Breakdown	na	XX	XX	XX		10 Complaints received (one withdrawn): 2x Communications, 2x Contractor, 2x Finance, 1x Leak/Water Pen, 1x Lifts, 1x Staff Conduct, 1x Highwalks/Communal Areas
Repairs & Maintenance						
Repairs by Type breakdown (see sheet 2)	na					
% 'Urgent' repairs (complete within 24 hours)	95%	80.88%	88.85%	94.48		
P2, P3 P4 combined	95%	86.10%	93.67%	95.4		
Availability % of Barbican lifts (Q3 Staircase - top, Corridor - middle, Tower- bottom)	99%	99.50%	99.30%	97.44%		Lifts that affected totals: Staircase lifts: Breton Lift 66 - 65.19%, John Trundle Lift 58 - 78.62%, Thomas More Lift 23 - 41.04% Corridor lifts: Seddon 14b - 40.9%, Tower Lifts: Cromwell B lift 0%, Shakespeare B Lift 75.39%. There are issues with the Tower reporting still. The others were effected by delays in parts and identifying necessary repairs.
	99%	98.00%	94.30%	96.30%		
	99%	83.80%	77.70%	83.68%		
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% / Partial 90%	0	0	41*		*41 of 118 heating orders to the Engineers, job description includes No Heat or loss of heat in one or more areas.
No. of requests for heating adjustments	na	1	0	118		this covers adjustment and or faults
How many jobs failed inspection?	na					
Estate Management						
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good standard to outstanding	90%	80%	76%	83%		6 out of 31 were below Good to Satisfactory
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good standard to outstanding	80%	N/A	N/A	4		2x missed windows, 1x windows left with drip marks on frames, 1x privacy screen not cleaned (issues reported to Window Cleaning Manager, all revisited/re-cleaned as needed)
No. of Out of Hours reports	na	163	156	189		
No. of Home Improvement Applications received	na	12	10			several incomplete applications 'awaiting Building Safety Regulator acceptance letter' still pending
No. of residents signed up to the BEO bulletin	na	57 (2103)	31 (2134)	52(2163)		
Open Spaces						
Major Works						
Short Term Holiday Lets						
Lease Enforcement cases	na	2	0			

Emergency lighting		
EntrypPhones		
Fire Equip		
Frames (not WP)	6	3584
Glazing		
Heating	1	185
Lifts		
Lightning Conductors	3	4374
Locks/Doors		
Metalwork		
Miscellaneous	3	1029
Plumbing	4	4627
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs		
Tiling & Screeding		
Ventilation	2	215
Water Penetration	4	3453
Resident / Carchey Engineers	33	

Emergency lighting		
EntrypPhones		
Fire Equip		
Frames (not WP)	6	1450
Glazing	2	1702
Heating		
Lifts	6	36499
Lightning Conductors		
Locks/Doors	8	905
Metalwork	7	1774
Miscellaneous	2	1515
Plumbing	3	623
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs		
Tiling & Screeding		
Ventilation	7	1151
Water Penetration	9	28778
Resident / Carchey Engineers	21	

Emergency lighting		
EntrypPhones		
Fire Equip		
Frames (not WP)		
Glazing		
Heating		
Lifts		
Lightning Conductors		
Locks/Doors		
Metalwork		
Miscellaneous		
Plumbing		
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs		
Tiling & Screeding		
Ventilation		
Water Penetration	2	2
Resident / Carchey Engineers	1	

Emergency lighting		
EntrypPhones		
Fire Equip		
Frames (not WP)	4	2725
Glazing	3	966
Heating		
Lifts	4	13007
Lightning Conductors		
Locks/Doors	3	251
Metalwork	3	393
Miscellaneous	4	4761
Plumbing	6	1635
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs		
Tiling & Screeding		
Ventilation	6	987
Water Penetration	9	19247
Resident / Carchey Engineers	27	

Emergency lighting		
EntrypPhones		
Fire Equip		
Frames (not WP)		
Glazing		
Heating	1	2450
Lifts		
Lightning Conductors		
Locks/Doors		
Metalwork		
Miscellaneous		
Plumbing		
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs		
Tiling & Screeding		
Ventilation		
Water Penetration	1	1
Resident / Carchey Engineers	3	

WILLOUGHBY (148 flats)		
General		
Total Jobs Received	166	19012
To A Specific Address	137	12185
Common Parts	29	6828
Breakdown By Priority Level		
Priority 0		
Priority 1	6	651
Priority 2	11	2333
Priority 3	10	4125
Priority 4	25	11905
Priority 5		
Void		
Resident Engineer/Carchey	114	
Breakdown by Category		
Asbestos Management	1	1450
Balconies (not WP)		
Carpentry	1	830
Concrete		
Drains (not WP)		
Disapidations		
Drains		
Drains (carchey)	3	989
Electrical		
Emergency lighting		
EntrypPhones		
Fire Equip		
Frames (not WP)	3	7025
Glazing	3	300
Heating	1	164
Lifts	3	1714
Lightning Conductors		
Locks/Doors	7	1207
Metalwork	12	2956
Miscellaneous	2	437
Plumbing	5	625
Podium Contract/Routine		
Roofs (not WP)		
Security		
Structural Repairs		
Tiling & Screeding		
Ventilation	6	987
Water Penetration	4	248
Resident / Carchey Engineers	114	

		Estate Totals Q3 2023-2024	
General		No. Orders	Total Value
To A Specific Address		1412	412289.19
Block Common Parts		359	221078.39
Barbican Estatewide		116	61469.88
Garchey		56	20719.33
Lauderdale Joint Office		7	811.43
Barbican Rented		20	354.72
Barbican Stores		12	2748.07
Insurance		29	95561.33
Recharge		30	5348.22
St Giles Church		2	371.52
Trade Centre		17	6998.93
Car Parks		80	31455.35
Total Jobs Raised		2140	773206.36

Breakdown By Priority Level		No. Orders	Total Value
Priority 0		19	5137.17
Priority 1		174	49875.45
Priority 2		197	55850.2
Priority 3		285	111743.55
Priority 4		558	548323.34
Priority E		1	2078.74
Void		2	197.91
Resident Engineers/Garchey		904	0

Breakdown By Category		No. Orders	Total Value
Asbestos Management		27	20290.77
Balconies (not WP)		15	8239.97
Carpentry		84	37510.95
Concrete		5	2962.11
Decs not WP		11	17285.07
Dilapidations		11	20135.92
Drains		98	68187.18
Drains (garchey)			
Electrical		51	40020.33
Emergency lighting			
Entryphones		1	225
Fire Equip		21	24078.66
Frames (not WP)		38	70065.16
Glazing		38	36419.75
Heating		8	3777.97
Lakes		1	211.76
Lifts		48	28558.52
Lightning Conductors		1	169.76
Locks/Doors		56	6217.26
Metalwork		100	25117.03
Miscellaneous		59	35067.56
Plumbing		75	22679.74
Podium Contract/Routine			
Roofs (not WP)			
Security		4	912
Structural Repairs			
Tiling & Screeding		5	5108.04
Ventilation		67	34339.23
Water Penetration		348	260751.51
Resident / Garchey Engineers		904	
Metwin (miscoded)			

Breakdown By Block	No. flats	No. Orders	Total Value	Approx Value per Order	Approx cost per flat
Andrewes House	192	115	67780.23	£589.39	£353.02
Ben Jonson	204	275	60290.35	£219.24	£295.54
Brandon Mews	26	11	6264.03	£569.46	£240.92
Breton House	111	68	10896.35	£160.24	£98.17
Bryer Court	56	77	29588.67	£384.27	£528.37
Bunyan Court	69	112	54721.22	£488.58	£793.06
Cromwell Tower	111	70	16512.44	£235.89	£148.76
Defoe House	178	119	59089.53	£496.55	£331.96
Frobisher Crescent	69	75	5739.56	£76.53	£83.18
Gilbert House	88	68	8990.22	£132.21	£102.16
John Trundle Court	133	96	29764.35	£310.05	£223.79

Lambert Jones Mews	8	5	1217.61	£243.52	£152.20
Lauderdale Tower	117	99	59891.33	£604.96	£511.89
Mountjoy House	64	57	13040.74	£228.78	£203.76
Seddon House	75	83	17343.15	£208.95	£231.24
Shakespeare Tower	116	70	21052.36	£300.75	£181.49
Speed House	114	59	17648.62	£299.13	£154.81
The Postern	10	13	4083.58	£314.12	£408.36
Thomas More House	165	111	101107.66	£910.88	£612.77
Wallside	16	2	137.17	£68.59	£8.57
Willoughby House	148	186	48208.41	£259.19	£325.73
BLOCK TOTAL		1771	633367.58	£338.16	£285.23

Included in Service Charge	No. Orders	Total Value
Barbican Estatewide	116	61469.88
Garchey	56	20719.33
Lauderdale Joint Office	7	811.43
INC TOTAL	179	83000.64

Landlord/Other Totals	No. Orders	Total Value
Barbican Rented	20	354.72
Barbican Stores	12	2748.07
Insurance	29	95561.33
Recharge	30	5348.22
St Giles Church	2	371.52
Trade Centre	17	6998.93
Car Parks	80	31455.35
LANDLORD/OTHER TOTAL	190	142838.14