

Report of the Service Level Agreement Working Party to the Residents Consultation Committee for its meeting on 1st September 2025

This working party was scheduled to meet at 18.00 on 14th August 2025. On 6th August 2025 I wrote to the BEO asking for confirmation that we would receive the KPI data in time for our meeting a week later. No reply was received from the BEO. I discussed this situation with members of the working party and we agreed to postpone our meeting. We also agreed that I should write to the BEO informing them of this decision and asking when the data will be available.

We all appreciate that some staff in the BEO have been focused on the consequences of Chigwell's withdrawal from the maintenance contract but not all staff have been involved in that exercise. Members of the RCC will also remember that the SLAWP did not submit a report to the April RCC about the KPI data because no information had been received from the BEO. (The SLAWP did submit a report on the Ombudsman issue which was accepted by the RCC.)

At that stage the BEO promised a follow up meeting to catch up on the SLAWP's 'business as usual' before its next regular scheduled meeting. No catch up meeting has taken place.

The KPI data is an important contribution to leaseholders' ability to review the delivery of services by the BEO. No data has been made available since the beginning of 2025. Consequently there has been no review of the BEO's service delivery performance in that period. The SLAWP looks forward to receiving KPI data covering the year to date and will then move quickly to review it and provide a report to the RCC.