

Report of the Service Level Agreement Working Party to the Residents Consultation Committee for its meeting on 3rd November 2025

This working party met at 18.00 on 16th October 2025. Those present included Tony Swanson, Jim Durcan, Jane Smith, Dan Sanders.

Apologies were received from: Andrew Tong, Juliet McNamara, Luke Barton, Curtis Bannister Pond.

The Chair welcomed all those present.

1. KPI Data The Working Party was pleased to receive the KPI data for the first half of the 2025 calendar year. Thanks were expressed to Luke Barton for all his hard work in pulling together this data. Dan Sanders explained that it was hoped to largely automate the process of drawing together this data but, at present, it still requires a significant effort from staff.

2. KPIs – the KPI report was discussed in detail

JS drew attention to the substantial shortfall in performance in relation to urgent repairs. In the period April to June 2025-26 only 24.3% of repairs were dealt with within 24 hours against the KPI of 95%.

DS explained that the system for classifying the urgency of repairs had been simplified and wondered if that might have led to more repairs being classified as a priority 1. The new classification only has two criteria – Priority 1 that should be dealt with in 24 hours and Priority 2 that should be dealt within 20 days. In total there were 99 high priority repairs in the first quarter in 2025-26 compared to 145 high priority repairs in the first quarter of 2024-25. In 2024-25 81% of urgent repairs were dealt with in 24 hours.

The WP also noted that only 65.5% of non-emergency repairs had been completed within 20 days against the target of 95%. (In the same period of 2024-25 the completion rate was 86%). Overall the data indicates a significant fall-off in speed of repairs in the first quarter of 2025-26.

DS acknowledged that this performance was unsatisfactory. The WP welcomed his proposal to provide a paper addressing the issues and the criteria employed in classifying the urgency of repairs to the next SLAWP meeting.

DS also reported that the new messaging service and the expanded Civica system would be deployed from January 1st 2026. It is hoped that the new systems will simplify the process of reporting and tracking repairs.

3. Complaints: The Working Party (WP) noted the continuing issues in response times for Stage 1 complaints with response rates dropping from 64% in the previous quarter to 57% in the first quarter of 2025-26. This was particularly disappointing as there had been evidence of a real improvement previously. DS noted that there was scope for the officer

handling a complaint to agree a time extension with the complainant. The WP noted that the target for responsiveness was 100%.

Of the 7 Stage 1 complaints in the quarter 2 related to Communications/ Customer Service, 1 to anti-social behaviour, 1 to cleaning , 1 to lighting, 1 to repairs and 1 other.

The BEO has identified individual officers as having responsibility for particular areas of complaints. The process for handling complaints continues to be managed by the team in DCCS.

4. Lifts: There was discussion of the KPI data in relation to lifts and the extent to which problems with individual lifts were 'masked' by being included in a broader category. TS reported that there had been persistent problems with the lifts in Lauderdale. He estimated that service was reduced to two lifts 40% of the time. Attention was also drawn to the 10 week delay in restoring service on Defoe Staircase 6 lift. DS suggested that it might be possible to provide lift data by blocks. The WP welcomed this proposal but understood that it might not be feasible.

DS reported that the capital programme for the tower block lifts had been approved. He also reported that the BEO was looking at accelerating the modernisation of a couple of the worst performing lifts and a small number of high performing lifts. Spare parts would be 'cannibalised' from the latter to provide a stock of replacement parts that could be used to avoid further lengthy delays.

The paper on terrace block lifts, originally scheduled for the April 2025 RCC meeting, is now expected to be tabled at the November RCC

5. Resident Involvement in Block Inspections

TS reported concerns that residents were not being invited to the regular 6 weekly cleaning inspections and requested action. DS reported that the BEO was planning to conduct three regular inspections in each block each year with resident involvement. One inspection would focus on cleaning, rubbish collection and other front line services, the second would inspect the property to identify and note any repair or maintenance issues, the third would be undertaken by DS as a walk through with residents. The WP welcomed this proposal but urged that residents should be invited to join in the 6 weekly inspections.

5. Spending by contractor in each quarter

The WP welcomed the new information that was provided on spending by contractor in each quarter. DS explained that the extensive use of Polyteck and Phoenix Green in 2024-25 had been made in order to ensure that electrical equipment across the site was inspected and brought into compliance with safety standards where necessary. Without certificates of compliance insurance cover could have been voided. The costs, amounting to some three quarters of a million pounds, had been borne by the City of London Corporation in acknowledgement that the urgency of the situation denied leaseholders' rights to Section 20 consultation. The WP was assured that this work had been completed and the estate was fully compliant.

6. Future Data availability

DS reported that KPI data is drawn from the CBIS (not sure I've got this right?) system as well as Civica. Luke Barton is working on a consolidation of the data that will inform future reports.

7. Rough sleepers in Beech Street

TS raised a concern about rough sleepers pitching tents by Beech Street. DS offered to contact the Corporation's Homelessness officers and ask them to assist.

The meeting closed at 7.10pm