

Report of the Service Level Agreement Working Party to the Residents Consultation Committee for its meeting on 26th January 2026

This working party met at 18.00 on 8th January 2026. Those present included Juliet McNamara (JM), Andrew Tong (AT), Jim Durcan (Chair), Luke Barton and Curtis Bannister-Pond.

Apologies were received from: Tony Swanson and Jane Smith.

The Chair welcomed all those present, particularly Curtis Bannister-Pond, Head of Resident Services, who was attending his first SLAWP meeting

1. KPI Data

The Working Party was pleased to receive the KPI data for the second quarter of the 2025-26 financial year (i.e. July – Sep 2025). Thanks were expressed to Luke Barton for all his efforts in pulling together this data and for his continuing work to make the data more informative e.g. the charts on contractor activity and types of repairs.

2. Complaints

There has been a marked improvement in complaint response rates. The KPI is that all complaints should be dealt with in 10 working days from acknowledgement of the complaint. The improvement from 57% in the first quarter to 88% in the second quarter represents a real improvement but is still below the required level. The Chair enquired whether, when the deadline for handling a complaint is extended by the officer concerned, the complaint is reported as being within the standard or not. Officers agreed to provide clarification on the issue.

3. Repairs

In the previous quarter less than 25% of urgent repairs were dealt within 24 hours. In the second quarter 65% of urgent repairs were responded to with 24 hours. This is a real improvement but still falls far short of the 95% standard. Officers suggested that part of the issue might lie in interface issues between Civica and contractors' own IT systems. The WP's understanding was that maintenance contracts required contractors to be able to interface effectively with Civica. Members wondered whether the issue lay with Civica which has been a source of difficulty over a number of years. If the issue is not Civica then it might appear that contract terms are not being met by contractors although this has not been reported to the Working Party or the RCC.

The standard for non-urgent repairs is that 95% should be completed within 20 working days. In the first quarter the actual percentage completed in that timescale was only 65%. In the second quarter the percentage of repairs reported as completed rose to 82%. The Working Party welcomed this improvement but noted the continuing shortfall. (In quarter 2 of 2024-25 the completion rate was 94%). Officers again raised the Civica - contractor IT interface as a possible explanation. An alternative explanation might be that the management of contractors is failing to ensure timely completion.

The Chair reported that he had recently been informed of a repair that had been cancelled after two failed attempts. He wondered what data existed on the number of repairs that are cancelled without being completed. In response to an officer enquiry he confirmed that the issue was not one of access as the repair impacted the podium and the balconies above. Officers agreed to look into the number of cancelled repairs and report back to the next meeting.

The Chair further reported that, at the November meeting of the Reporting Committee, it was reported that only repairs of £1500 or more were routinely scrutinised by officers. Given the relatively low average cost of repairs by block it seemed very likely that the great bulk of repairs are paid without scrutiny. Officers agreed to conduct a one off analysis of the number of repairs by the cost of each repair to establish the scale of the issue.

Officers reported that resident engineers check on some jobs completed by contractors. Currently no data is reported in the KPI section on the number of jobs that failed inspection. Officers agreed to look at this issue.

4. Changes to systems and websites

The system for classifying the urgency of repairs was simplified in 2025. The WP noted that the paper promised by the Assistant Director on this topic – noted in the November 2025 report of this Working Party to the RCC – has not been forthcoming. The Working party noted the acknowledgement on the Corporation website that changes had been made in relation to repair reporting and SLAs. It is not clear what changes have been made as there has been no discussion with this Working Party.

AT emphasised the need for clarity and transparency in the website updating process, not just for the benefit of residents but to assist those officers not directly involved as well. Turnover of personnel inevitably means a loss of institutional knowledge unless processes and changes are fully documented.

5 Messaging App

In Nov 2025 this WP reported that Assistant Director had said that the new messaging service would be deployed from January 1st 2026. It was disappointing to discover that this deadline has been missed. The Head of Resident Services reported that the new messaging app would be trialled by two groups from Thomas More House. The Head of Resident Services was unaware that the messaging app had previously been trialled by two groups of residents in March 2025. No firm date was available for the estate wide launch of the app.

JM asked about the arrangements being put in place to support residents when the app goes live. The response was that many staff, including CPAs, would be trained on the app and available to help residents. JM suggested that fostering resident support groups might be a further effective means of helping other residents. Officers agreed to look into the suggestion.

6. Lifts

The WP welcomed the greater reporting on problems with individual lifts. Compared with 12 months earlier the picture is mixed but shows improvement in the towers. Performance of staircase lifts fell from 99.3% availability in the second quarter of 2024-25 to 97.7% in the second quarter of 2025-26; corridor lifts availability fell from 94.3% to 87% over the same period; while tower lift availability rose from 77.7% to 99%.

The WP congratulated the BEO on its handling of the water shortage in some of the western blocks following problems with a water main in Aldersgate. The BEO's communications to all residents, its rapid acquisition and distribution of bottled water and its arrangement for alternative shower arrangements for affected residents was regarded as a model for handling a crisis.

Members of the WP emphasised that lift outages, particularly in staircase blocks, were also crises, albeit on a much more smaller scale and urged the BEO to adapt its learning from the water crisis to improve its handling of small scale crises - lift outages, heating breakdowns, leaks – across the estate.

The WP expressed its disappointment at the continuing suggestion of data unreliability in relation to lift availability. This suggestion has been made repeatedly for more than two years without any data being made available that could support or deny it. The WP requested that officers substantiate the suggestion or drop it from the narrative.

JM, supported by AT, emphasised the absolute need for reliable data. Data that is not reliable fails to provide an effective foundation for decision making.

The paper on terrace block lifts, originally scheduled for the April 2025 RCC meeting, was not tabled at the November RCC. It would be helpful to clarify the timetable for this paper.

7. Resident Involvement in Block Inspections

The new regime of block inspections has not yet commenced. In the interim residents continue not to be involved in any inspections that do take place. The WP hoped that this unacceptable situation would be resolved very shortly.

8. Holiday lets

The WP noted that only one case of a flat being used as a holiday let was reported and that action was being pursued against the leaseholder. JM urged officers to communicate more widely and thoroughly their successes in dealing with holiday lets to discourage those who might be considering breaking the terms of their lease and to encourage reporting of such instances.

9. Spending on types of repairs and by blocks

Members highlighted the growth of spending in the 'Miscellaneous' category. Officers readily acknowledged that this was not as informative as they hoped and would take a further look at items in the category to see if they more properly belong elsewhere or if a new category was required.

AT, supported by other members of the working party, congratulated officers on the work being done to provide quarterly updates on repairs for each block.

Officers agreed to see whether the data on Garchey repairs and meter readings could be separated out to provide greater clarity.

10 Smart meters

There was general agreement that it would be helpful to accelerate the installation of smart meters – it would free up some resident engineer time and simplify life for some residents. Officers explained that it was easier to install smart meters in corridor blocks than in towers and staircases. AT drew attention to an earlier commitment from the BEO to develop an effective standard operating procedure (SOP) for replacing existing meters with smart meters. The WP urged officers to look again at this issue which has proved problematic for many residents because of concerns about asbestos.

11. Spending by contractor in each quarter and bar chart of repairs by type

The WP welcomed the continuing provision of data on spending by contractor in the quarter and welcomed the new bar chart showing the number and type of repairs. The continuing efforts of officers to find new ways of making the data more comprehensible was appreciated.

The Chair thanked the officers for their attendance, for their work in wrangling the data into usable forms and for the continuing improvements in that data. The Chair thanked the members of the working party for their active participation, engagement and suggestions.

The meeting closed at 7.05 pm