

APPENDIX 1

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2013

	<u>Quarter</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
147	Oct-Dec 2011	Currently, the Estate Services team are reviewing the next Residents Survey.	Survey completed with record response. (nearly 500). Committee report to Sept 2013.	✓
156	April - June 2012	House Officers sporadically receiving copies of complaint letters to Technical Services.	BEO Manager to attend Property Services weekly meetings which should improve communications.	
162	Apr - Jun 2013	From Resident Survey. Great to have an online survey but review answers and add in a N/A	A link will be sent out where residents can access the survey and all comments.	
164	Apr - Jun 2013	To review communication with off site long lessees (in terms of blockwide notices).	Currently being reviewed.	
165	Apr - Jun 2013	BEO - PS meetings. To be more "2 way". Not just BEO bringing up items	Discussed with Property Services Team.	
		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	LS Leasehold Services	
		CPA Car Park Attendant	DCCS Department of Children and Community Services	
		LP Lobby Porter	COG Core Operational Group	
		ES Estate Services	BOG Barbican Operational Group	
		BAC Barbican Arts Centre	ESM Estate Service Management	
		OS Open Spaces	DMT Departmental Management Team	
		WP Working Party	PS Property Services	
		GAG Gardens Advisory Group		

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2013

	<u>Quarter</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
139	Oct - Dec 12	Cromwell railings - to monitor if bicycles being locked on, is now more of an issue with the cinemas open.	A couple of issues noted. Still monitoring.	
142	Jan - Mar 13	Problems with alleged City Of London market research companies across the estate (door knocking, ID)	BEO investigated and found to be CoL PRO. It's now been explained to relevant colleagues what the correct procedure for this should be.	✓
144	Apr - Jun 13	Following Resident Survey. Cleaning Manager reviewing podium cleaning levels/staffing at weekends	BEO to review.	
145	Apr - Jun 13	Cleaners need to pay greater attention to void/out of the way areas (such as common areas on balconies)	Communicated to cleaning team.	
146	Apr - Jun 13	Following Resident Survey. Issues with window cleaning. Quality, smears and leaving privacy screens open	Communicated to window cleaning team.	
147	Apr - Jun 13	Following Resident Survey. More bins in private gardens?	To be raised at RCC/BA Security Committee for discussion.	
148	Apr - Jun 13	Following Resident Survey. Concierge staff considered to be great value for money and provide an excellent service.	For comment only.	
149	Apr - Jun 13	Following Resident Survey. Bicycle parking in car parks to be reviewed. Not enough space and too many old bikes.	Rolling programme of bike amnesties has begun in 2 car parks.	
150	Apr - Jun 13	Following Resident Survey. Handover to temporary concierge can be problematic.	Line Manager reviewing.	

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2013

	<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. Letters still not being sent to off site addresses? Reiterated to PS.	
161	Jan - Mar 13	DBE are carrying out a lighting trial on the outside of blocks whereby LED lighting will be used.	Defoe House s/c 10 being used as pilot area for LED lighting. Being monitored via checks and resident feedback. No adverse feedback received.	✓
164	Apr - Jun 13	PS new procedures in place regarding long term issues to ensure residents are kept informed eg delays to works due to weather conditions	For comment only.	✓
165	Apr - Jun 2013	From Resident Survey. Communication and follow up from Repairs can be patchy.	Fed back to PS team.	
166	Apr - Jun 2013	From Resident Survey. Simple repairs can take a long time to resolve	Fed back to PS team.	
167	Apr - June 2013	Resident query - Water testing - exactly what tests are included in this within properties?	Temperature of cold water from tank (ie. cold water tap in bathroom) is tested. Must be below 20C within 2 mins of flow.	✓

APPENDIX 4
SLA AGREEMENT REVIEW - MAJOR WORKS 2013

	<u>Quarter</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
94	Jan-March 2012	Concrete survey - are other blocks to be tested?	The programme of concrete testing to be expanded to the terrace blocks - Statutory Section 20 letters & supplemental information sheet to leaseholders in MJH and Breton House sent August 2013.	
99	July - September 2012	Redecs 2012/13 have now commenced. Project comms plan now being implemented	ongoing. Last cycle now complete with improved resident feedback noted.	✓
104	Jan - Mar 2013	Roof guarantee information - an article for barbicanews about next blocks to expire?	For Dec 2013 issue. Next block is Andrewes in Oct/Nov 2014.	
105	Apr - Jun 2013	2013 Redecs (JTC, Bun and Bryer) have now commenced.	For comment only.	✓
106	Apr - Jun 2013	Clerk of Works for redecs project will have more authority with contractors	For comment only.	✓
107	Apr - Jun 2013	From Resident Survey. Redecorations projects - greater prep required.	Fed back to PS.	
108	Apr - Jun 2013	From Resident Survey. Quality of repairs in public areas is poor eg tiling.	Fed back to colleagues in Department of the Built Environment. BEO will review priorities across the estate.	
109	Apr - Jun 2013	From Resident Survey. Dissatisfaction with speed of Beech Gardens project and communication.	Fed back to PS.	
110	Apr - Jun 2013	As per roof guarantee information, can the BEO advertise in advance when defects periods are due to end for projects such as redecorations.	This is feasible - reviewing with PS.	

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2013

	<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 where 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.	Fedback from Lauderdale that they should remain where they are. Cromwell would like 2 either side of entrance. BEO reviewing for Autumn works. Tubs planted with wild flower meadow mix.	
136	Jan - Mar 13	Thomas More Gardens - possibly 3 trees being removed. This is on the advice of Open Spaces as they are diseased and not thriving. Local blocks will be informed before this happens.	Now only one tree on advice of Open spaces. This will be carried out in the Autumn with commincations to all residents prior.	✓
137	Apr - Jun 13	positive feedback about private gardens maintenance	For comment only.	✓
138	Apr - Jun 13	resident event to be held in the Autumn for bulb planting	For comment only.	✓
139	Apr - Jun 13	From Resident Survey. Waterfall needs to better maintained.	This is currently being reviewed by contractors in terms of access.	