

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>
156	April - June 2012	House Officers sporadically receiving copies of complaint letters to Technical Services.	BEO Manager attending Property Services weekly meetings which should improve communications.	
161	Apr - Jun 2013	From Resident Survey. Could a standard letter (or Bbnews article) be produced explaining security on doors and windows to make Contents Insurance easier to apply for?	This will be in the December issue of Barbicanews in the form of a FAQ	
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.	✓
163	Apr - Jun 2013	From Resident Survey. Unhappy with procedure following water pen i.e.. Resident to claim on insurance. It should be for the BEO to sort out.	The current procedure of residents making the claim is to remain.	✓
164	Apr - Jun 2013	To review communication with off site long lessees (in terms of blockwide notices).	Currently being reviewed as part of the BEO Communications Strategy.	
165	Apr - Jun 2013	BEO - PS meetings. To be more "2 way". Not just BEO bringing up items	Discussed with Property Services Team.	✓
166	July - Sept 2013	Number of complaints are being monitored more closely by the new logging procedure for emails to individual addresses - not just BEO Estate Office.		
167	July - Sept 2013	The Section 20 notices have been improved with more background information on them.	For comment only.	
		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		

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

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.	
144	Apr - Jun 13	Following Resident Survey. Cleaning Manager reviewing podium cleaning levels/staffing at weekends	Cleaning Manager monitoring standards of cleaning at weekends on the podium & to review in December.	
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 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.	
151	Jul - Sep 13	Cleaning team will now be carrying out the weed spraying on the podium in addition to the Open Spaces team.	For comment only.	
152	Jul - Sep 13	Cleaning Supervisors to pick up and action cleaning issues as outlined in inspection reports.		

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.	
163	Jan - Mar 13	Asset Maintenance WP - more detail about the actual assets and current cyclical programmes to be forthcoming	Draft Asset Management Strategy to be basis of next WP meeting to be set up in November.	
165	Apr - Jun 2013	From Resident Survey. Communication and follow up from Repairs can be patchy.	Fed back to PS team but still being monitored	
166	Apr - Jun 2013	From Resident Survey. Simple repairs can take a long time to resolve	Fed back to PS team.	✓
167	July - Sept 2013	Lighting in public areas is being looked at e.g. Defoe/John Trundle. Some improvements have already taken place.		
168	July - Sept 2013	Podium tiling (Landlords items) are being reviewed and prioritised by BEO.	Priorities are Ben Jonson Highwalk, Defoe Place - to be carried out over next few months.	
169	July - Sept 2013	Resident comment - reasons for things to be included in letters to residents (such as water outtages)		

APPENDIX 4
SLA AGREEMENT REVIEW - MAJOR WORKS 2013

	<u>Quarter</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
88	April-June 2011	Tower blocks - concrete spalling - TS are arranging for surveys to be carried out to the 3 tower blocks. Any necessary remedial works will be carried out following the surveys.	Lauderdale & Shakespeare Towers have been completed and the remaining works are on programme to be completed by the end of 2013.	
94	Jan-March 2012	Concrete survey - are other blocks to be tested?	programme of checks and tests be carried out on the low rise blocks. Following expiry of the S20 notice period, orders have been placed for both Breton House and Mountjoy House. Following installation of abseiling anchors to both blocks during the latter half of October, the survey works started at Breton House in November. The anticipated start of survey works at Mountjoy House will be from w/c 16th December, due to restricted access above the school playground.	
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.	
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 e.g. tiling.	Fed back to colleagues in Department of the Built Environment. BEO reviewed priorities across the estate (see PM SLA action plan).	✓
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.	PS can do this.	✓
111	July - Sept 2013	The 'Lessons Learnt' exercise will be done after the redecoration projects of 2013/14.		
112	July - Sept 2013	No major issues have been raised by residents during the recent concrete repairs to the 3 towers carried out since Sept 13		

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. Breton planters looking distressed.	OS to hand water where required. City Surveyor will be reporting to RCC/BRC on this.	
127	Jul - Sep 12	Various difficult to access areas - problems with safety equipment currently being reviewed.	TM hanging gardens - quote from VT. PS now looking at design for LBC application Frobisher Buttresses - quote provided but method statement needed for Central H&S. seeking other quotes	
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.	Orders placed with Open Spaces for replacement planters	
139	Apr - Jun 13	From Resident Survey. Waterfall needs to better maintained.	Now cleaned of weeds. Some maintenance identified.	✓
140	Jul - Sep 13	Wild flower mix used in various planters across the estate. Very positive feedback received.	For comment only.	
141	Jul - Sep 13	Lake maintenance has been excellently managed this year with very little weed noted.	For comment only.	