

Appendix 2

Summary of Key Performance Indicators July 2013 to September 2013

Title of Indicator	Actual 2012/13	TARGET 2013/14	OCT-DEC 2012	JAN - MAR 2013		APR - JUN 2013	JULY-SEPT 2013	OCT -DEC 2103	JAN - MAR 2014	PROGRESS AGAINST TARGET	SUMMARY
Customer Care											
Answer all letters satisfactorily with a full reply within 10 working days	83%	100%	91%	98%		93%	92%			☹	4 out of 50 letters were responded to past the target date.
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	96%	100%	97%	100%		95%	100%			☺	
To resolve written complaints satisfactorily within 14 days	92%	100%	100%	100%		96%	97%			☹	6 out of the 211 missed the target.
Repairs & Maintenance										☐	
% 'Urgent' repairs (complete within 24 hours)	98%	95%	97%	99%		97%	96%			☺	
% 'Intermediate' repairs (complete within 3 working days)	96%	95%	95%	98%		96%	98%			☺	
% 'Non-urgent' repairs (complete within 5 working days)	96%	95%	97%	97%		96%	97%			☺	

% 'Low priority' repairs (complete within 20 working days)	95%	95%	95%	98%		98%	97%			☺	
Availability % of Barbican lifts	N/A	New Target				Tower lifts 99.78%	Tower lifts 98.47%			☺	New KPI
						Terrace lifts 99.52%	Terrace lifts 99.27%				
Percentage of communal light bulbs - percentage meeting 5 working days target	85%	90%	87%	85%		83%	98%			☺	
Background heating - percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 74% Partial 92%	Total 90% Partial 90%	Total 62% Partial 95%	Total 86% Partial 89%		n/a	n/a			☺	UFH switched off during Qtr 2
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	Will 0% Ben J 0% Sed 0%	0%	0%	0%		0%	0%			☺	
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	94%	87%		85%	95%			☺	
Estate Management										☐	
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	94%	90%	100%	82%		92%	87%			☹	5 inspections were Satisfactory. Action plans in place for affected blocks.

House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	91%	80%	95%	97%		80%	94%			☺	
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	94%	80%	97%	95%		92%	87%			☺	
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	94%	80%	100%	90%		97%	94%			☺	
Open Spaces										☹	
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	94%	80%	100%	100%		100%	100%			☺	
Major Works										☹	
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	96%	90%	n/a	n/a		n/a	n/a			☺	Major Works not completed yet.

Baggage Stores at November 2013. Figures in brackets reflect the information presented to your last meeting

Let	Sold	Allocated (In process)	Unlettable	Allocated to BEO	In Query	Vacant	Total	Average Void time in days
1172 (1172)	66 (66)	6 (2)	16 (16)	2 (2)	2 (6)	2 (2)	1266 (1266)	19 (32)

The unlettable stores are due to flooding and leaking which is being reviewed. Void periods result from instances of prolonged handover, (such as key chases, lock changes, remedial repairs to stores, and delayed resident availability between the times of being offered a store and viewing it).

Waiting List

Do not have a Store	To Swap a store (to another location)	Additional Store – (where resident already has access to a single store)	Additional Store (where resident already has access to more than 2 stores)	Total
57 (70)	50 (48)	53 (51)	1 (1)	161 (170)

42 new stores in Speed House are due for completion in the New Year.

BARBICAN ESTATE - CAR PARKING BAYS

AS AT NOVEMBER 2013

CAR PARK	ANDREWES	BRETON	BUNYAN	CROMWELL	DEFOE	SPEED	LAUDERDALE	THOMAS MORE	01 WILLOUGHBY	03 WILLOUGHBY	TOTALS	PREVIOUS TOTALS (Aug 2013)
SOLD	16	3	1	10	35	114	21	12	6	79	297	247
RESIDENTIAL	92	75	73	56	117	39	76	100	85	5	718	724
COMMERCIAL	2	39	5	0	0	0	0	0	7	1	54	53
VACANT	25	122	130	26	8	2	8	38	56	24	439	484
TOTALS	135	239	209	92	160	155	105	150	154	109	1508	1508

FORMER CAR BAYS	2	30	45	9	5	21	29	26	18	21	206
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Former Car Bays - Reasons why no longer used as car bays:

BAGGAGE STORES / TRANSPORTABLE BAGGAGE STORES

BAYS TOO SMALL / AWKWARD TO PARK

BICYCLE LOCKERS / RACKS / CAGES / MOBILITY SCOOTERS

CAR PARKING OFFICES

ENTRANCES / EXITS TO BLOCKS

FIRE EXITS/FIRE HOSE REEL STORAGE

LOW CEILING HEIGHTS/OPEN TO ELEMENTS/PILLARS

164 Former Bays removed from the system in 2008

In addition to the original 50 transportable baggage stores located in Breton, Bunyan and Lauderdale car parks, utilising 19 car parking bays recorded above as former car bays, a further 50 new transportable baggage stores have been installed in Breton, Bunyan and 03 Willoughby car parks, utilising a further 22 former car bays

Visitors Bays

With the exception of Thomas More Car Park which has twelve designated visitors bays (not included in figures) all the other car parks utilise the vacant bays.

Heron Tower Development

July/August 2013 - 184 sold bays Heron - 03 Willoughby (76 bays, 40 of which were already taken) and Speed (108 bays) car parks

38 temporary commercial bays at Breton House car park is for 1 contract

**Residents' Consultation Committee & Barbican Residential
Committee - Agenda Plan 2014**

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
Update Report	Michael Bennett	3 March	17 March
Service Level Agreement Review	Michael Bennett		
Automated Payment System for Temporary Car Parking Review	Barry Ashton		
Roof Apportionments for Shakespeare Tower, Breton & Ben Jonson House	Mike Saunders		
Background Underfloor Heating	Mike Saunders		
Garchey 5 Year Review	Mike Saunders		
Sales Report	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Residential Rent Review (BRC Only)	Anne Mason		
RCC Annual Review		TBC	
Update Report	Michael Bennett	2 June	16 June
SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Update Report	Michael Bennett	8 Sept	22 Sept
SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Annual Review of RTAs	Town Clerks		
Relationship of BRC Outturn Report to Service Charge Schedules – RCC Only	Anne Mason		
Revenue Outturn	Anne Mason		

Update Report	Michael Bennett	24 Nov	8 Dec
SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Service Charge Expenditure & Income Account - Latest Approved Budget 2014/15 & Original Budget 2015/16	Chamberlains		
Revenue & Capital Budgets - Latest Approved Budget 2014/15 and Original 2015/16 - Excluding dwellings service charge income & expenditure	Chamberlains		
Car Park & Baggage Stores Charging Policy	Barry Ashton		