

## APPENDIX 1

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

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
156	April - June 2012	SC	House Officers sporadically receiving copies of complaint letters to Technical Services (now Property Services).	BEO Manager attending Property Services weekly meetings which should improve communications but as the issue remains, further work needs to be done. PS responses to copy in the relevant HO.	
161	Apr - Jun 2013	SC	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 an FAQ	✓
164	Apr - Jun 2013	SC	To review communication with off site long lessees (in terms of blockwide notices).	Currently being reviewed as part of the BEO Communications Strategy. Email address could also be used once this information has been gathered.	
167	July - Sept 2013	SC	The Section 20 notices have been improved with more background information on them.	Positive comments about the changes have been received.	✓
168	Oct-Dec 2013	SC	Property Services are looking to use all the resident data to improve the service eg. sending water pen letters to absentee landlords		
169	Oct-Dec 2013	LL	Website being monitored and updated weekly.	For comment only.	✓
170	Oct-Dec 2013	LL	Beech Gardens Project Communication Plan has been discussed and approved with the Project Board and is currently in operation.		
171	Jan-14		Extra column added to clarify where these comments sit - is it a Landlords area or the Service Charge?	For comment only.	✓
			<b>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</b>		
			<b>Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily</b>		
			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	LL/SC Landlord/Service Charge cost	

## APPENDIX 2

### SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2013

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
139	Oct - Dec 12	LL	Cromwell railings - to monitor if bicycles being locked on, is now more of an issue with the cinemas open.	BEO has requested an update from BC as to their bicycle railings outside the cinemas.	
144	Apr - Jun 13	LL	Following Resident Survey. Cleaning Manager reviewing podium cleaning levels/staffing at weekends	Supervisors will be carrying out weekend inspections in the Spring and staffing levels and cleaning frequencies will be altered then.	
150	Apr - Jun 13	SC	Following Resident Survey. Handover to temporary concierge can be problematic.	Line Manager reviewing.	
151	Jul - Sep 13	LL	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	SC	Cleaning Supervisors to pick up and action cleaning issues as outlined in inspection reports.	House Officers continuing to monitor.	
153	Oct - Dec 13	SC	Cleaning team now based in BEO. This helps with getting letters out and communicating with the team.	For comment only.	✓
154	Oct - Dec 13	SC/LL	Cleaning KPIs have dropped this quarter. Cleaning Manager to ensure action plans are followed.		
155	Oct - Dec 13	CP	Pay By Phone proving to be very successful with 413 new users in December.	For comment only.	✓

## APPENDIX 3

### SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2013

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
145	Oct-Dec 2011	SC	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	SC	Asset Maintenance WP - more detail about the actual assets and current cyclical programmes to be forthcoming	Draft Asset Management Strategy was discussed at the Jan 2014 WP meeting. Further WP meetings to follow.	
165	Apr - Jun 2013	SC	From Resident Survey. Communication and follow up from Repairs can be patchy.	Fed back to PS team but still being monitored	
167	July - Sept 2013	LL	Lighting in public areas is being looked at eg Defoe/John Trundle. Some improvements have already taken place.	For comment only. John Trundle lighting project proving a success.	✓
168	July - Sept 2013	LL	Podium tiling (Landlords items) are being reviewed and prioritised by BEO.	Priorities are Lauderdale Place, Defoe Place, Ben Jonson Highwalk, St Giles Terrace - to be carried out over next few months. Work has commenced and is on-going.	
169	July - Sept 2013	SC	Resident comment - reasons for things to be included in letters to residents (such as water outages)	Noted and for comment only.	✓
170	Oct-Dec 2013	SC	Repairs Call Centre - issues with raising orders and updating feedback following leak investigations.		
171	Oct-Dec 2013	SC	Accuracy of water penetration letters can cause problems when incorrect information is sent out regarding the cause of a leak or what remedial work is planned to cure a leak.		
172	Oct-Dec 2013	SC	PS short staffed at moment. New Surveyor starting soon.		

**APPENDIX 4**  
**SLA AGREEMENT REVIEW - MAJOR WORKS 2013**

	<u>Quarter</u>	<u>LL/SC</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.	Works now complete to the tower blocks.	✓
94	Jan-March 2012		Concrete survey - are other blocks to be tested?	The concrete consultants in their report on the Towers recommended that a 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 the testing works are now complete and surveys are awaited from PS.	
104	Jan - Mar 2013	SC	Roof guarantee information - an article for barbicanews about next blocks to expire?	For Dec 2013 issue. Next block is Andrewes in Oct/Nov 2014. Completed.	✓
111	July - Sept 2013	SC	The 'Lessons Learnt' exercise will be done after the redecoration projects of 2013/14.	Carried out and used to inform specific details for the 2014/15 projects.	✓
112	July - Sept 2013	SC	No major issues have been raised by residents during the recent concrete repairs to the 3 towers carried out since Sept 13	For Comment Only.	✓
113	Oct-Dec 2013	SC	2014/15 redecoration project is a large project with a number of blocks included - work is on-going with tendering. Condition surveys are complete.		
114	Oct-Dec 2013	SC	Scaffolding arrangements for redecoration projects are being reviewed. The scaffolding is going to be more precisely specified to prevent the issues encountered in 2013/14		
115	Oct-Dec 2013	SC	Redecoration project - where scaffolding is being used for inaccessible areas of a block - all other repairs in that area should also be covered.		

**APPENDIX 5**  
**SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2013**

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
126	Apr - Jun 12	LL	Irrigation under BJH has been cut off by cinema project.	OS to hand water where required. In 2014/15 BEO will charge Barbican Centre for any extra hand watering incurred because of this.	✓
127	Jul - Sep 12	SC&LL	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 - a satisfactory method now found. Contractors will abseil in Spring 2014. One (possibly 2) visits per year.	
133	Oct - Dec 12	LL	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	✓
134	Oct - Dec 13	LL	Allotment project to be extended in the Spring		
135	Oct - Dec 13	SC	Issues with OS contractors using loud machinery at weekends. Open Spaces Officers will monitor more carefully in future.		
136	Oct - Dec 13	SC	Tree removal in Thomas More Garden went well. Now it's gone, lots of positive comments received about how much lighter the garden is.	For comment only.	✓

## APPENDIX 6

### Barbican KPIs 2013-14

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
<b>Customer Care</b>										
Answer all letters satisfactorily with a full reply within 10 working days	83%	<b>100%</b>	91%	98%	93%	92%	96%		☹	3 out of 75 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%	<b>100%</b>	97%	100%	95%	100%	89%		☹	4 out of 38 emails were responded to past their target date
To resolve written complaints satisfactorily within 14 days	92%	<b>100%</b>	100%	100%	96%	97%	100%		☺	
<b>Repairs &amp; Maintenance</b>										
% 'Urgent' repairs (complete within 24 hours)	98%	<b>95%</b>	97%	99%	97%	96%	98%		☺	
% 'Intermediate' repairs (complete within 3 working days)	96%	<b>95%</b>	95%	98%	96%	98%	98%		☺	
% 'Non-urgent' repairs (complete within 5 working days)	96%	<b>95%</b>	97%	97%	96%	97%	98%		☺	
% 'Low priority' repairs (complete within 20 working days)	95%	<b>95%</b>	95%	98%	98%	97%	96%		☺	
Availability % of Barbican lifts	<b>N/A</b>	<b>New</b>			Tower lifts 99.78%	Tower lifts 98.47%	Tower lifts 97.08%		☹	Tower Lift availability suffered due to major repair works undertaken to Lift C in Shakespeare and Lift A in

Availability % of Barbican lifts	N/A	Target			Terrace lifts 99.52%	Terrace lifts 99.27%	Terrace lifts 99.42%		😊	Shakespeare and Lina in Lauderdale. The former causing the lift to be out of service for over thirteen days.
Percentage of communal light bulbs - percentage meeting 5 working days target	85%	90%	87%	85%	83%	98%	96%		😊	
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	Total 85% Partial 100%		😞	await info from PSOs for update
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%	0%		😊	
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	94%	87%	85%	95%	83%		😞	Due to the age of/different types of fittings, replacing tubes does not always work. Parts sometimes need to be ordered which can prolong job beyond target date
<b>Estate Management</b>										
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	94%	90%	100%	82%	92%	87%	82%		😞	5 inspections were Satisfactory, 2 were Poor. Action plans in place for affected blocks. (31 of the 38 were good or very good)
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%	79%		😞	7 of 34 were Satisfactory
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	94%	80%	97%	95%	92%	87%	96%		😊	

House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	94%	80%	100%	90%	97%	94%	84%		😊	
<b>Open Spaces</b>										
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%	100%		😊	
<b>Major Works</b>										
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	96%	90%	n/a	n/a	n/a	n/a	91%		😊	based on low response rate