

APPENDIX 1

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2014

	<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 PS.	DEO manager attending 10 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. Processes being reviewed by PS.	
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 DEO Communications Strategy. Email address could also be used - recent mailshot of approx 600 off site long lessees has produced almost 200 more email addresses.	
168	Oct-Dec 2013	SC	PS are looking to use all the resident data to improve the service eg. sending water penetration letters to absentee landlords	Work is progressing with the data processing.	
172	Jan- Mar 2014	LL & SC	Changes to Barbican Estate Services team to include responsibility for commercial portfolio and common areas of the Estate.	For comment only.	
173	Jan- Mar 2014	LL & SC	HO role to also incorporate the Leasehold Services role eg lease enforcement, neighbour disputes, noise issues.	For comment only.	
174	Apr-June 2014	LL & SC	Resident's Survey sent out via Survey Monkey (paper copies on request)	For comment only.	
175	Apr-June 2014	LL & SC	Change of management structure for Housing will begin on Eddie Stevens retirement	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	LL/SC Landlord/Service Charge cost	
			HO House Officers		

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2014

	<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.	11 x Cycle racks have now been installed under the ramp on Whitecross St, w/c 7 July 2014	✓
144	Apr - Jun 13	LL	Following Resident Survey. Cleaning Manager reviewing podium cleaning levels/staffing at weekends	Cleaning Supervisors spot inspections highlight cleaning schedules not being maintained – follow ups demonstrate schedules back on track to monitor until end of August	
150	Apr - Jun 13	SC	Following Resident Survey. Handover to temporary concierge can be problematic.	BEO use a pool of regular agency staff who have all worked here before. Manual is available which covers all issues, but improvement is needed. Summer - 4 new permanent Estate Concierge started - 4 to start in September with 6 Estate Concierge currently being recruited (anticipate full compliment of staff by end of year).	✓
158	Jan-Mar14	BAC	Lakeside Terrace - standard of cleanliness - especially BAC staff areas. Also outside Cote & Cinema café	BEO to speak with Street Enforcement Team plus organise meeting with BAC. Residents to mention at next BAC meeting. BEO reviewing taking the lead for cleaning in 'problem' areas.	
159	Apr - Jun 14	LL	Reviewing Pay by Phone temporary car parking system with surveys to residents and staff	Over 200 responses to survey - report to Sep committee	
160	Jul - Sep 14	LL	Staff receiving requests for use of Bicycle Pumps - Can we provide?	Purchased one for every Car Park and is now part of their facilities for residents that they already have (other items include Car Charging equipment, tool kits etc)	
161	Jul - Sep 14	SC	Review demand for Baggage Stores & Bicycle Lockers	Letter to all residents on a waiting list do they still want to remain on it?	
162	Jul - Sep 14	-	Can more Bicycle Racks be provided?	TfL providing BEO with £75k's worth of new bicycle storage facilities (bicycles hangers/bespoke secure enclosures) for 192 bicycles to be completed by the end of the financial year). A survey was completed across all the CP's and projects to provide additional stands, replace stands in difficult to access areas and to also improve general storage in the form of secure enclosures. Also a bicycle amenity has been initiated within the Andrewes and Bunyan CP's to remove old abandoned bicycles to make spaces available for others.	
163	Jul - Sep 14	-	Electrical Vehicle Charging Points	BEO is liaising with TfL as they plan to install 25,000 charging points across London. The BEO has also liaised with the Dept. Built Environment, neighbouring developments and main car dealers regarding these charging points. A residents survey is to be carried out to ascertain demand in various parts of the Estate.	

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2014

	<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. A note is now added to the repairs system once a letter has been sent to a resident. This appears to have slipped again. PS to be reminded	
165	Apr - Jun 2013	SC	From Resident Survey. Communication and follow up from Repairs can be patchy.	Fed back to PS team. The raising of follow on orders following water penetration has improved and it easier to track these orders on the repairs system as further detailed information is being included on the leak investigation order.	✓
173	Jan - Mar 14	SC	Scaffolding - concerns have been raised with the method and construction of scaffolding on the estate. Are proper H/S practices being adhered to, is scaffolding being checked by PS?	Being reviewed by PS.	
174	Jan-Mar 14	SC	Scaffolding - when contractors identify that scaffolding may be required to resolve a leak communication on this needs to be improved as it can often be a period of a number of months before the scaffolding is actually constructed for the work.	Being reviewed by PS.	
175	Apr-June 2014	SC	BEO to take a more proactive lead with regard to sending reminders for updates to Property Services about ongoing issues list. Suggest a weekly reminder.	Review with PS.	
176	Apr -June 2014	SC/LL	PS to update on revised drain clearance programme for the estate	Review with PS.	

APPENDIX 4
SLA AGREEMENT REVIEW - MAJOR WORKS 2014

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
113	Oct-Dec 2013	SC	2014/15 redecorations project is a large project with a number of blocks included - work is on-going with tendering. Condition surveys are complete.	Statutory consultation April 14. 2nd stage consultation now completed, end June 2014.	✓
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	Included in the tender documents is a precise specification for scaffolding.	✓
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.	PS project manager to prioritise repair works off the scaffolding and there is a contingency for additional works.	✓
116	Jan-Mar 14	SC	Pre start meeting for redecorations will be scheduled after the statutory consultation has been sent out.	Resident Meeting April 2014	✓
117	Jan-Mar 14	LL	Podium plinths Ben Jonson Place - the Dept. of the Built Environment, BEO and Planning Dept. are carrying out a joint exercise looking at a method for re-tiling these plinths so that the tiles remain stuck on which may involve a different design or shaped tile.	Trial works commencing shortly, specification has been agreed	
118	Apr-June 2014	LL	Work to plinths/gravestones on St Giles' Terrace	Specialist contractor to complete conservation clean. BEO to fund - future ongoing maintenance to be agreed	
119	Apr-June 2014	SC	External redecoration for Breton, Ben Jonson, Cromwell	Work to commence shortly	

APPENDIX 5 SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2014

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
127	Jul - Sep 12	SC&LL	Various difficult to access areas - problems with safety equipment currently being reviewed.	Thomas More Hanging Gardens - quote from contractor. Listed Building Consent application is now with Planning Department.	
				Frobisher Buttresses - a satisfactory method now found. Contractors will abseil in Spring 2014. One (possibly 2) visits per year. Contractors attended first time on site in June 2014	✓
139	Jan- Mar 14	SC	Reseeding and returfing of areas of lawn discussed with OS. To be actioned in Spring.	Now complete	✓
140	Apr-June 14		Frobisher Buttresses	Open Spaces to install mulch for feed	
141	Apr-June 14		Breton/Ben Jonson podium	Extra hand watering for summer months agreed	
142	Apr-June 14		Positive feedback about the allotment planters on Lauderdale place looking very good	For comment	
143	Apr-June 14		Positive feedback about Thomas More Lawn's appearance	For comment	

Barbican KPIs 2014-15

Title of Indicator	Actual 2013/14	TARGET 2014/15	OCT - DEC 2103	JAN - MAR 2014		APR - JUN 2014	JULY - SEPT 2014	OCT - DEC 2104	JAN - MAR 2015	PROGRES S AGAINST TARGET	SUMMARY
Customer Care											
Answer all letters satisfactorily with a full reply within 10 working days	83%	100%	96%	96%		98%				☹	1 letter out of 49 was over the allotted time
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	96%	100%	89%	96%		100%				☺	
To resolve written complaints satisfactorily within 14 days	92%	100%	100%	100%		100%				☺	1 resolved
Repairs & Maintenance											
% 'Urgent' repairs (complete within 24 hours)	98%	95%	98%	98%		96%				☺	
% 'Intermediate' repairs (complete within 3 working days)	96%	95%	98%	97%		98%				☺	
% 'Non-urgent' repairs (complete within 5 working days)	96%	95%	98%	94%		95%				☺	

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%					😊	
Major Works												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	96%	90%	95%	n/a		n/a					😊	