

(COMMITTEE)

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
103*	Apr - Jun 10	Any plans to cut posts to be feedback to SLA WP.	Cleaning supervisor post that becomes vacant May 2011 has not been replaced. Recruitment for retiring Supervisor in Jan 2012 completed. No agency cleaning staff. 4 new posts recruited.	✓
112*	Jan - Mar 11	BA AGM comment - podium cleaning in particular, the side wall and under lighting, is in need of cleaning.	Cleaning Manager informed. Podium cleaning at around 80% the last 2 quarters.	✓
115*	Apr - Jun 11	Resident Survey - common theme - Car Parks look neglected and are not cleaned to desired standard or frequency	KPI dipped Jan - Mar 12 quarter. Partially due to works projects in Bunyan c/p. Cleaning manager devising action plan for improvement.	
121*	Oct to Dec 11	Are baggage store areas being checked and cleaned to the required frequencies?	Some problems still being noted in some areas. Cleaning Manager to check monthly.	
122*	Oct to Dec 11	Supervisor to follow up on Joint Inspections more thoroughly.	This is now much improved by one of the supervisors. Further work required from the other.	
123*	Oct to Dec 11	New online diary being trialled in all lobbies and boxes. Staff to feedback to CP Mgr any issues or improvements.	Working well. Allows better monitoring.	✓
124*	Jan - Mar 11	Appropriate action being taken for cleaners not meeting the standards.	For comment only	✓