

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2012

	<u>REVIEW PERIOD</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.		
148*	Oct-Dec 2011	Repairs and Maintenance contract - new contract due to commence May 2012 for 1 year with option to extend for 6 month period (depending on contractor).	Expected starting date July 2012.	
149*	Jan-March 2012	Head of Property Services is currently reviewing the insurance claims procedure.	For comment only	✓
150*	Jan-March 2012	Repairs Coordinators soon to be a permanent posts.	For comment only	✓
151*	Jan-March 2012	New RE's are being recruited. Will be quite challenging over the coming months as 50% of the team will be new.	For comment only	✓