

APPENDIX 4

SERVICE LEVEL AGREEMENT REVIEW - MAJOR WORKS 2012

	<u>REVIEW PERIOD</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.	Repair works commenced on Shakespeare and Lauderdale in Feb and on Cromwell in March. Scaffolding removed April 2012. Remedial work still to be carried out.		
91*	Oct-Dec 2011	Project Vision. This is a project monitoring system for projects over £50,000 which gives access to officers across departments to review information on projects including: dates, expenditure, timescales and financial information.	For comment only.	✓	
92*	Oct-Dec 2011	Resident surveys following major works - such as redecoration projects to be emailed to residents to improve resident response rates and feedback.	BEO to liaise with TS to arrange.		
94*	Jan-March 2012	Concrete survey - are other blocks to be tested?			
95*	Jan-March 2012	Redecoration projects - which officer from technical services will be in charge of these projects and will there be a Clerk of Works?			
96*	Jan-March 2012	What is being done to ensure that issues which came up in past redecoration projects do not re-occur?			