

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.	BEO Manager attending PS 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 BEO Communications plan. 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.	Senior management from PS team to attend next WP meeting in New Year.	
176	Jul-Sept 2014	LL & SC	New COL consultation protocol for schemes in & around the Barbican Estate completed and available to view on website.	For info.	✓
177	Jul-Sept 2014	SC	Comments from 2014 resident survey (common themes/trends) - question about how the residents feel about the estate itself, rather than the BEO performance	Residents survey questions reviewed each year.	✓
178	Jul-Sept 2014	LL & SC	HO also deal with issues which are not block related. Can it be confirmed that the time spent on these issues are charged to the correct category, LL or S/C, on the service charge bills?	Yes HO's time recording is allocated to s/c & LL depending on work issues	✓
179	Jul-Sept 2014	SC	How will the change on format of service charge bills be communicated to residents?	Being reviewed by Service Charge team	
180	Jul-Sept 2014	LL & SC	SLA WP commented on the improved results of the July-Sept KPIs - most are above target.	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>
144	Apr - Jun 13	LL	Following Resident Survey. Cleaning Manager reviewing podium cleaning levels/staffing at weekends	Cleaning Supervisors spot inspections at weekends highlight cleaning schedules not being maintained – follow ups demonstrate schedules back on track - weekend spot checks by Cleaning Supervisors to be standard procedure.	✓
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). Charged policy to be agreed. 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 amnesty 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.	
164	Jul - Sep 14	SC	Following resident complaint - repairs surrounding security/safety issues	Repairs surrounding security/safety issues to be prioritised. House Officer to check repairs have been carried out correctly	✓
165	Jul - Sep 14	LL	5 hour free temporary visitor car parking procedures reiterated to Estate Concierge	For comment	✓
166	Jul - Sep 14	LL	Car Park cleaning - noticeable improvements in KPIs	For comment	✓
167	Jul - Sep 14	SC	Communal window cleaning - are additional window cleaning options still available to House Groups?	Yes these options are still available via your HO.	✓
168	Jul - Sep 14	SC	As part of the tender for the window cleaning contract what will the proposed window cleaning frequency be.	Window cleaning frequency will be as current as laid out in the SLAs - 6 weekly for residential windows & doors, screens & glazing in communal areas and quarterly for abseiling areas.	✓

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	
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? Scaffolding been put up/down causing noise disturbance.	PS has confirmed that appropriate health and safety issues being adhered to. Scaffolding noise related works passed to Project Manager.	✓
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.	Currently working well during the external/internal Breton/Ben Jonson House redecoration project	
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. Will this programme include more frequent checks of the expansion joints?	3 x blocks scheduled balcony & roof drain clearance programme commenced. Other blocks to follow on a planned maintenance programme	
177	July- Sept 2014	SC/LL	Ben Jonson House Podium drains - update to be provided by PS	Works to the podium drains in front of Ben Jonson House (south side) commenced in October. This involves new drainage channels to divert water to new downpipes & guide water to new gullies which exit via the car park. Car park drains also being checked. Outcomes of this work will be monitored by PS	
178	July- Sept 2014	LL	Out of hours Duty Managers liaising more effectively with Repairs Call Centre regarding leaks, so residents are informed about insurance details etc.	Review with PS.	
179	July- Sept 2014	SC/LL	Comments from 2014 resident survey (common themes/trends) - communication and follow up information to repairs and investigations could be improved.	Review with PS.	
180	July- Sept 2014	SC	Generators for power failures in the Towers - how often tested?		

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>
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. Can broken tiles be removed from around the plinths.	Trial works commencing shortly, specification has been agreed. Hos to monitor broken tiles left around the plinths & arrange for them to be removed.	
118	Apr-June 2014	LL	Work to plinths/gravestones on St Giles' Terrace. Public using gravestones for outdoor fitness training.	Specialist contractor to complete conservation clean. BEO to fund - future ongoing maintenance to be agreed. Whilst works carried out BEO to liaise with CS regarding appropriate notices about public use of gravestones similar to notices around recent Roman Wall works.	
120	July -Sept 2014	SC	External redecoration for Breton, Ben Jonson commenced and going well.No major issues have been escalated to Project Board	Work is ongoing - any issues will be monitored.	
121	July -Sept 2014	SC	External/Internal redecoration work Frobisher Crescent - first stage consultation with residents completed. Painting specification being reviewed to incorporate 'non-standard' items, e.g. window shutters. Why are window shutters being decorated so soon after completion of building works.	Internal to commence approx Feb 2015. External redecoration to commence March/April 2015. House Group requested works to window shutters at their AGM. Internal SLA between BEO & Barbican Arts Centre requires both parties to liaise with each other when any works are to be carried out.	
123	July -Sept 2014	SC	Comments from 2014 resident survey (common themes/trends) - repainted surfaces on balcony rails started blistering quite quickly,suggesting they were not well prepared.		

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 (eg Thomas More Hanging Gardens, The Postern, Sculpture Court) - problems with safety equipment currently being reviewed.	Thomas More Hanging Gardens - quote from contractor. Listed Building Consent application rejected by Planning Department currently being reviewed again.	
140	Apr-June 14	BC	Frobisher Buttresses	Open Spaces to install mulch for feed	✓
141	Apr-June 14	SC&LL	Breton/Ben Jonson podium	Extra hand watering for summer months agreed - Interdepartmental Recharge to BAC	✓
142	Apr-June 14	SC&LL	Positive feedback about the allotment planters on Lauderdale Place looking very good	For comment	✓
143	Apr-June 14	SC	Positive feedback about Thomas More Lawn's appearance	For comment	✓
144	July-Sept 14	SC&LL	Ivy removed from garden bed at the east end of Ben Jonson Place. This was due to ivy damaging fabric of the building. Ivy also on Seddon Highwalk.	Open Spaces confirm there are plans for replanting. Plants from planters in St Giles's Terrace to be moved there and more plants will be ordered if need be. Root shrubs from original shrubs were maintained in the bed and these should regenerate.	
145	July-Sept 14	SC&LL	Comments from 2014 resident survey (common themes/trends) - would like much greater reduction in the size of trees in Thomas More Garden.	Passed to Open Spaces	
146	July-Sept 14	SC&LL	Comments from 2014 resident survey (common themes/trends) - timber planters with struggling laurel are not acceptable.	Planters reviewed annually and replaced subject to funding.	
147	July-Sept 14	SC	Weeds on steps leading up from above waterfall	Passed on to OS.	

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%	98%			☹	1 letter out of 47 was over the allowed 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%	97%			☹	1 email out of 33 was over the allowed time
To resolve written complaints satisfactorily within 14 days	92%	100%	100%	100%		100%	100%			☺	1 complaint. Re: a car park invoice.
Repairs & Maintenance											
% 'Urgent' repairs (complete within 24 hours)	98%	95%	98%	98%		96%	100%			☺	
% 'Intermediate' repairs (complete within 3 working days)	96%	95%	98%	97%		98%	100%			☺	
% 'Non-urgent' repairs (complete within 5 working days)	96%	95%	98%	94%		95%	100%			☺	

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