

APPENDIX 1
SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2015

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETE</u> <u>D</u>
189	Jan - Mar 15	RCC	BEO review of communications – following RCC comments at their AGM - BEO are prioritising the following areas of communications for 2015/16 – quarterly bulletins via the email broadcast, SLA & RIP handbooks & welcome packs, increasing resident awareness/usage of email broadcasts, car park offices/lobby desks as sources of information for residents, quarterly messages/updates via service charge letters, website.		
188	Jan - Mar 15	RC	Lots of positive feedback received about the new BEO Reception area from staff and residents. The additional space and better meeting rooms will improve the service.	Comment only	
187	Jan - Mar 15	AGM	It was requested that BEO send a letter out to all absentee landlords to arrange emergency key access for their properties. This is very useful with cases of water penetration investigations.		
186	Oct - Dec 14	RCC	Are there any possible terms of the lease that could be used against flats left empty for a number of years that are causing issues to neighbouring flats?	There are and the BEO has in the past, worked with the City Solicitor to ensure essential maintenance work is carried out, but only when the damage affects the surrounding areas.	✓
185	Oct - Dec 14	WP	Alterations. Car Park Concierge to have access to all known alterations projects so they are able to inform BEO of any extra projects.	HOs to send out the current list of applications to car parks on a regular basis.	✓
184	Oct - Dec 14	RC	BE staff to be available evenings and weekends when residents are here. Inspections at weekends? To be considered by WP	More evidence needed that there is a genuine need or desire for this. To be discussed at upcoming AGMs. None of the AGMs brought this up as a request.	✓
183	Oct - Dec 2014	RCC	Formal Q&A Annual Residents' meeting - BEO reviewing	To be given further thought, possibly in conjunction with 184 above?	
182	Oct - Dec 2014	HO	SLA Handbook and Residents Information Pack are due for review. Does the SLA WP have any views on how best to accomplish this?	To also include Welcome Pack and Alterations. BEO to draft suggested changes to SLA handbook & RIP & arrange extra separate meetings with SLA WP for 2015. To also use Email Broadcast for comments prior to publishing. Loose leaf essential so that updates and amendments can be easily done.	
181	Oct-Dec 2014	HO	Trial of a "Mailchimp" email broadcast with information on services over Christmas	No negative feedback received!	✓
180	Oct-Dec 2014	HO	Information on registering sub-tenants to be added to the website	This task has been handed over to the Apprentice and completed.	✓
179	Jul-Sept 2014	HO	How will the change on format of service charge bills be communicated to residents?	Short talk on new format given by Service Charge team during previous SLA WP meeting. Still a work in progress.	
168	Oct-Dec 2013	HO	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. The introduction of Oracle in 2015 may help with this.	
156	April - June 2012	HO	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 and complaints procedure being reviewed.	
			Quarter - at the end of each quarter issues raised 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	
			GAG Gardens Advisory Group	PS Property Services	
				LL/SC Landlord/Service Charge cost	
			Source of comments:		
			WP SLA Working Party		
			HO House Officers		
			RCC Residents Consultation Committee		
			RC Residents General Comments		
			COM Complaint		
			SURV Survey		
			HGM House Group Meeting		
			AGM House Group Annual General Meeting		

APPENDIX 2
SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2015

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
175	Jan-Mar 15	RCC	Car wash bay facilities in Bunyan car park. Temporary location	Options being reviewed by HG reps and BEO.	
174	Jan-Mar 15	HO	New Cleaning Supervisor (for Landlord areas) has taken on wider range of duties/responsibilities - this is to include reporting on issues in Gardens, walkways & other areas of BEO responsibility	For comment only	
173	Jan-Mar 15	AGM TM	Thomas More Garden Path flooding	Cleaners to sweep away water from pathway until further solution becomes available	
172	Jan-Mar 15	HO	Cover staff working in Lobbies or non regular block cleaners	House Officers should be informed in both instances to be aware of any issues arising	
171	Oct - Dec 14	HGM	Grading during inspections. Should cleaning reflect current circumstances eg redecorations works? For discussion at next SLA WP	SLA WP consider that external factors should be considered.	✓
170	Oct - Dec 2014	HGM	Could an online survey be produced and sent out to Residents to gauge the demand for Baggage Stores across the Estate?	Currently being reviewed. There is a waiting list for the stores. From this we are aware of demand. Also conscious that more storage is required - part of service based review for 2015-16	✓
169	Oct - Dec 2014	HO	Two New Cleaning Supervisors have been successfully employed and started work in January 2015.	For comment only	✓
163	Jul - Sep 14	HO	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 has been carried out to ascertain demand in various parts of the Estate. The results are currently being analysed. City of London are looking to renew their charging points. The Barbican are looking to be included within this work.	
162	Jul - Sep 14	HO	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 for potential 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. A survey is being carried out with residents. A report on the provision of bicycle storage & charging policy will be presented to March committee. This has now been presented. Notification to residents end of April 2015.	✓
161	Jul - Sep 14	Res	Staff visiting the roofs (whether block or tower) should notify the relevant concierge first.	Notification sent to all staff - including Property Services Team along with the Contractors	

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2015

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
185	Jan - Mar 2015	HO	With regard to planned maintenance on the tower tanks, an inspection of the internal drains under the tanks to be added to maintenance, as these can get blocked.	Request to be fed back to Property Services Team to review feasibility	
184	Jan - Mar 2015	AGM	When works are ongoing on balconies and/or scaffold is going up in area, can adjacent flats be carded? When the order is raised at the Call Centre, Call Centre can attach cards for relevant flats, so it will not be a surprise to residents. Currently the 'buzzing up' may not work as residents often left for work, and are surprised upon returning home from work.	Request to be fed back to Repairs Call Centre Manager, Property Services Team to review feasibility	
182	Oct - Dec 2014	WP	Regarding the generators. Could Citigen be considered as a suitable backup? (Comment 180)	Response from the Property Services Team is: Frobisher Crescent currently has an emergency lighting network within the three residential corridors and three staircases. In the event of a power cut these lighting units will activate for a minimum period of three hours. Emergency lighting is also provided to the external balconies. Property Services are not aware of any Citigen supplies that could, at present, be utilised although they understand that the Barbican Centre does receive some service. If the question was directed at providing back electricity to each individual apartment then Property Services suggest that the cost of the extra electrical service infrastructure would be extremely high and probably prohibitive considering the rarity of power cuts within the Barbican complex	
181	Oct - Dec 2014	HO	Condition surveys - mastic	Condition surveys on the mastic around windows now included as part of external redecoration survey.	✓

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180	July- Sept 2014	WP	Generators for power failures in the Towers - how often tested?	Towers each have two diesels, one for fire pump, the other emergency lights. Following a power failure, diesel generator will start up one fire fighting lift, and emergency stair lights. A diesel pump will take over from the electrical pump to supply water to the dry risers. General maintenance is carried out by REs on a bi monthly basis which involves checking items such as belts, fuel, oil, battery levels, etc. and running the equipment up to temperature. A company has been contracted to attend annual detailed examination of the diesel engines and generators	
145	Oct-Dec 2011	HO	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. Ongoing monitoring by HOs.	

APPENDIX 4

SLA AGREEMENT REVIEW - MAJOR WORKS 2015

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETE</u> <u>D</u>
127	Jan - Mar 2015	HO	External redecoration for Frobisher Crescent, 2nd stage consultation ongoing. Agreed scope of works with Barbican Centre. BC agreed to redecorate their external shutters and inaccessible areas, utilising shared resources with the Barbican Centre with regard to use of scaffolding	Ongoing	
126	Jan - Mar 2015	HO	External redecoration work for Cromwell Tower due to commence on 20 April	For comment only	
125	Jan - Mar 2015	AGM	Positive feedback on the site clear up following external redecoration of Breton/Ben Jonson Houses	Comments fed back to Property Services	
124	Oct-Dec 2014	HO	Fire exit routes Ben Jonson House (from top floors)	Fire exit routes have been clarified and the relevant signage has been installed in Ben Jonson House	
122	July -Sept 2014	SURV	Repainted surfaces on balcony rails started blistering quite quickly, suggesting they were not well prepared.	Comments fed back to Property Services. PS regularly review the painting process with manufacturers, taking into account weather conditions, to ensure the finish is consistent and durable.	✓
120	July -Sept 2014	HO	External redecoration for Breton, Ben Jonson commenced and going well. No major issues have been escalated to Project Board	Work almost complete and feedback on resident walkabouts was positive	✓

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2015

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
152	Jan-Mar 15	HO	Overhanging Branches in the Speed Gardens	Issues such as this will be reported and acted upon by New Cleaning Supervisor as part of his expanded role (See Estate Management)	
151	Jan-Mar 15	HO	Blooming Balconies was very successful - Open Spaces, Fann St Open Garden Weekends - All very popular & Well attended	For comment only.	
150	Oct - Dec 14	RCC	BEO reviewing drainage problems in Thomas More Garden	Drainage engineer to review the areas.	
149	Oct-Dec 2014	RC	Positive comments received about the bulb planting in the private gardens. BEO to assist facilitating future events with Open Spaces	For comment only.	✓
147	July-Sept 14	HO	Weeds on steps leading up from above waterfall	Passed on to OS. (Update) this area is now being spot checked and maintained by a specially trained member of Barbican Cleaning Team.	✓
145	July-Sept 14	SURV	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.	✓
144	July-Sept 14	HO	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. (Update) Seddon Highwalk - before Christmas this area was professionally cleared using a cherry picker.	✓
127	Jul - Sep 12	HO	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. (Update) following the previous application being rejected by Planning a new application is being put in.	

APPENDIX 6

SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>D</u>
13	Jan - Mar 2015	RCC	A spate of sign thefts from the estate	Reported to the police and new signage on order. Timescales to be confirmed.	
12	Jan - Mar 2015	RCC	Red and white tape being used by CLSG at lake edge	Temporary whilst application for fencing is being approved.	
11	Jan - Mar 2015	HO	BEO to try to get Transport for London to clean the stairs at the Barbican station to the podium on a more regular basis.		
10	Jan - Mar 2015	HO	BEO to work closer with CoL Cleansing Dept to ensure the entrance points to the Barbican are cleaned properly.		
9	Oct - Dec 2014	RCC	Stair edging alternatives have now been agreed by Planning. To rollout across the Estate following on from Beech Gardens project.	Tiles for the rest of the estate have now been ordered.	
8	Oct - Dec 2014	RCC	COL insignia removed by Heron. BEO liaising with City Surveyors regarding replacement of the sign.	Heron have now agreed to pay for a replacement sign. Order placed awaiting confirmation of installation date.	
7	Oct - Dec 2014	RC	inspection regime for podium is not adequate. Issues such as items left out on podium for long periods of time, pooling of water/blocked drains, broken tiles should be inspected more frequently.	The new Supervisor for the podium areas will be able to complete podium repair inspections.	
6	Oct- Dec 2014	HO	have now been installed at Ben Jonson Highwalk & St Giles Terrace by Open Spaces/Dept of the Built Environment. The BEO will maintain & manage these going forward.	For comment only	✓
5	Apr -June 2014	WP	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. Remaining blocks programmed and will include checks on expansion joints. ALSO MAJOR WORKS	
4	Apr-June 2014	HO	Work to plinths/gravestones on St Giles' Terrace.	Specialist contractor to complete conservation clean. BEO to fund - future ongoing maintenance to be agreed. Works now completed.	✓

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SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS

3	July- Sept 2014	WP	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. Outcome of this work will be monitored. Works completed with no issues identified. PS continues to monitor.	
2	July-Sept 14	SURV	Timber planters with struggling laurel are not acceptable.	Planters reviewed annually and replaced subject to funding.	✓
1	Jan-Mar 14	HO	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.	Specification has been agreed. Delays due to manufacturing of specialised tiles. HOs to monitor broken tiles left around the plinths & arrange for them to be removed. Meeting with contractors pending.	

Appendix 7. 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	Actual 2014/15
Customer Care												
Answer all letters satisfactorily with a full reply within 10 working days	83%	100%	96%	96%		98%	98%	94%	97%	☹	1 letter out of 34 was over the allowing time.	97%
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%	94%	100%	☺		97%
To resolve written complaints satisfactorily within 14 days	92%	100%	100%	100%		100%	100%	100%	100%	☺	1 complaint received about repair time and contact centre	100%
Repairs & Maintenance												
% 'Urgent' repairs (complete within 24 hours)	98%	95%	98%	98%		96%	100%	97%	97%	☺		97%
% 'Intermediate' repairs (complete within 3 working days)	96%	95%	98%	97%		98%	100%	98%	99%	☺		99%
% 'Non-urgent' repairs (complete within 5 working days)	96%	95%	98%	94%		95%	100%	99%	99%	☺		98%

[illegible]

[illegible]

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%	100%	100%	😊		100%
Major Works												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	96%	90%	95%	n/a		n/a	n/a	n/a	Breton 66% Ben Jonson 86%	😞	Breton 2 out of 3 sat or above. Ben Jonson 20 out of 23 sat or above	Breton 66% Ben Jonson 86%