

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> |
|-----|----------------|---------------|---|--|-----------------|
| 193 | Apr-June 2015 | WP | Surveys. Must ensure that the results of surveys are fed back in a timely manner to respondents. | | |
| 192 | Apr-June 2015 | WP | Invoicing (such as Service Charge bills) As there are now multiple bills does this mean the Chamberlains recharge increase? | | |
| 191 | Apr-June 2015 | HO | Better communications to residents needed by PS about planned work such as scaffolding and balcony work | | |
| 190 | Apr-June 2015 | ESM | 2015 Resident Survey out in July. Deadline for responses by 26 July and RCC report to follow. | | |
| 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 leaseholder letters, website. | Ongoing - part of the Comms Plan. In addition, the results from all surveys sent out must be communicated to residents. | |
| 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. | This is to be reviewed as part of the Comms Plan, and letters sent out by the BEO. | |
| 183 | Oct - Dec 2014 | RCC | Formal Q&A Annual Residents' meeting - BEO reviewing | To be given further thought - part of the Comms Plan | |
| 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 liaise with SLA Working Party. To also use Email Broadcast for comments prior to publishing. Loose leaf essential so that updates and amendments can be easily done. To be part of the Comms Plan. | ✓ |
| 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. With the new Oracle, this is probably best to be put on hold until the Service Charge Team are happy with it. The multiple billing is causing confusion, an explanation will be contained in the service charge actual letters for 2014/15 which are being distributed in September. | |
| 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. | |
| | | | | | |
| | | | | | |
| | | | 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 | |
| | | | GAG Gardens Advisory Group | PS Property Services | |
| | | | CPA Car Park Attendant | LL/SC Landlord/Service Charge cost | |
| | | | LP Lobby Porter | DCCS Department of Children & Community Services | |
| | | | ES Estate Services | COG Core Operational Group | |
| | | | BAC Barbican Centre | BOG Barbican Operational Group | |
| | | | OS Open Spaces | ESM Estate Service Management | |
| | | | | DMT Departmental Management Team | |
| | | | | | |
| | | | Source of comments | | |
| | | | WP SLA Working Party | | |

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

| | | | | | |
|--|--|--|--|--|--|
| | | | 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> |
|-----|----------------|-------------------|---|--|------------------|
| 177 | Apr - Jun 15 | HO | Permanent Concierge Team in now in place | For comment only | ✓ |
| 176 | Apr - Jun 15 | HO | New Bike racks and pods have been installed in Andrewes, Bunyan & Defoe car parks | For comment only | ✓ |
| 175 | Jan-Mar 15 | RCC | Car wash bay facilities in Bunyan car park. | Car wash bay reinstated. Residents informed via email broadcast in June. | ✓ |
| 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 as lead on common areas of the Estate. | 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. Awaiting update from independent drainage. | |
| 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 | |
| 163 | Jul - Sep 14 | HO | Electrical Vehicle Charging Points | COL are working with TfL on a project to renew charging points across the City – the Barbican Estate will be part of this project and will use the residents survey to ascertain demand in future equipment locations. | |
| 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 ServicesTeam 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> |
|-----|------------------|---------------|---|--|------------------|
| 188 | April - Jun 2015 | HO | Water testing - where is the data stored regarding water testing outcomes. Who owns this data, the City of London, or the contractor? | The data is owned by the City of London's Property Services Department. It is stored on Keystone, the Asset Maintenance database at the BEO. | |
| 187 | April-Jun 2015 | Res | BEO is reviewing the necessity of using standard "repairs" response sheets for meter readings. | Resident Engineers are happy to accompany residents with appointments for meter readings if requested. Response sheets to continue. | |
| 186 | April - Jun 2015 | HO | A few logistical problems with water testing and tank replacement work. | House Officer assisting with communication and access issues. Lessons learned will inform on future protocol | |
| 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 . | |
| 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>COMPLETED</u> |
|-----|-------------------|---------------|--|--|------------------|
| 131 | April - June 2015 | WP | Redecoration projects. Procedure of condition survey and then letter to HG Chair prior to consultation seems to not be happening. | To confirm with PS the correct procedure for redecs. | |
| 130 | April - June 2015 | HO | Frobisher Crescent external redecoration work has commenced (20 July) | For comment only | ✓ |
| 129 | April - June 2015 | HO | New surveyor started at Property Services. Will be involved in concrete work | For comment only | ✓ |
| 128 | April - June 2015 | HO | Cromwell Tower external redecoration nearing final stages. | Resident walkabout being arranged and satisfaction survey out next month | |
| 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 access costs/resources with the Barbican Centre | Ongoing | ✓ |
| 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 | ✓ |

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> |
|-----|-----------------|---------------|---|--|------------------|
| 155 | Apr- Jun 15 | HO | New "NO BALL GAMES" signs installed in gardens | For comment only. | ✓ |
| 154 | Apr- Jun 15 | HO | Bloomin' Balconies, Gardener's Question Time and Royal Visit all a great success | Successful with all the hard work and from residents and staff - positive for the future of more such events | ✓ |
| 153 | Apr- Jun 15 | HO/RES | Poor state of communal lawns Speed House & Thomas More | Following up with Open Spaces team. Issues with irrigation in both gardens currently being worked on. | |
| 152 | Jan-Mar 15 | HO | Overhanging branches in the Speed Gardens | Reported to Open Spaces and rectified. | ✓ |
| 151 | Jan-Mar 15 | HO | Bloomin 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. Awaiting update from independant drainage specialist. | |
| 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> |
|----|----------------|---------------|--|---|----------|
| 17 | Apr-June 2015 | HO | Following funding from TFL, two new Bicycle Cages have been installed in Bunyan Car Park and these will provide residents with a further 30 individual stands for secure bicycle storage. | for comment | ✓ |
| 16 | Apr-June 2015 | HO | Additional window clean clean offered to blocks adjacent to Beech Gardens. Work being completed during July, and is being charged to Landlords' account | for comment | ✓ |
| 13 | Jan - Mar 2015 | RCC | A spate of sign thefts from the estate | Reported to the police and new signage completed. | ✓ |
| 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 Babrican station to the podium on a more regular basis. | Cleaning Manager contacted TfL - standards appeared to have improved. But TFL have confirmed that they are not doing any additional cleaning to the stairs. | ✓ |
| 10 | Jan - Mar 2015 | HO | BEO to work closer with CoL Cleansing Dept to ensure the entrance points to the Barbican are cleaned properly. | The Cleansing Dept have confirmed that they will continue to work to their specification. No additional cleaning will be done. | ✓ |
| 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 and work has commenced. | ✓ |
| 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. Installation completed. | ✓ |
| 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. | ✓ |

Appendix 7. Barbican KPIs 2015-16

| Title of Indicator | TARGET 2014/15 | TARGET 2015/16 | OCT - DEC 2104 | JAN - MAR 2015 | APR - JUN 2015 | JULY - SEPT 2015 | OCT - DEC 2105 | JAN - MAR 2016 | PROGRES S AGAINST TARGET | SUMMARY | Actual 2015/16 |
|--|----------------|----------------|----------------|----------------|----------------|------------------|----------------|----------------|--------------------------|------------------------------------|----------------|
| Customer Care | | | | | | | | | | | |
| Answer all letters satisfactorily with a full reply within 10 working days | 100% | 100% | 94% | 97% | 100% | | | | ☺ | 93 out of 93 | |
| Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days | 100% | 100% | 94% | 100% | 100% | | | | ☺ | 46 out of 46 | |
| To resolve written complaints satisfactorily within 14 days | 100% | 100% | 100% | 100% | 100% | | | | ☺ | 1 complaint received re Beech Gdns | |
| Repairs & Maintenance | | | | | | | | | | | |
| % 'Urgent' repairs (complete within 24 hours) | 95% | 95% | 97% | 97% | 99% | | | | ☺ | | |
| % 'Intermediate' repairs (complete within 3 working days) | 95% | 95% | 98% | 99% | 99% | | | | ☺ | | |
| % 'Non-urgent' repairs (complete within 5 working days) | 95% | 95% | 99% | 99% | 99% | | | | ☺ | | |

| | | | | | | | | | | | |
|---|------------|------------|-----|-----|-----|--|--|--|--|----|---|
| House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard | 90% | 90% | 92% | 89% | 93% | | | | | 😊 | |
| House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard | 80% | 80% | 87% | 76% | 87% | | | | | 😊 | |
| House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard | 80% | 80% | 91% | 95% | 73% | | | | | ☹️ | 11 out of 40 inspections resulted in satisfactory rating - this is due to a lot of dust and dirt from various fringe building works across the Estate. Cleaning schedules are being reviewed. |

| | | | | | | | | | | | | |
|--|-----|-----|------|------------------------------------|--|------|--|--|--|--|---|-------------------------------------|
| House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good | 80% | 80% | 100% | 81% | | 80% | | | | | 😊 | |
| Open Spaces | | | | | | | | | | | | |
| 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 | 80% | 80% | 100% | 100% | | 100% | | | | | 😊 | |
| Major Works | | | | | | | | | | | | |
| % Overall Resident satisfaction of completed Major Works Projects (£50k+) | 90% | 90% | n/a | Breton 66% Ben Jonson 86% | | NA | | | | | 😊 | no projects completed this quarter. |