

## 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>COMPLETED</u>
198	July-Sept 2015	HO	Residents private alterations causing a nuisance to other residents. A periodic issue.	BEO stance is that if BEO hours are being adhered to and they have Landlords Approval then it's a matter for the resident being bothered, to contact EHO. Alteration Guide currently being reviewed but in terms of advice about the process, this will go to the SLA WP for comment in Dec 2015. There is no plan to amend the policy of the BEO not "policing" residents' alterations	
197	July-Sept 2015	HO	Issue with residents disagreeing with technical advice from BEO and CoL. What is the next step? Procedure review?	If there is disagreement, Residents should follow the complaints procedure.	
196	July-Sept 2015	SURV	Email broadcast. Please don't use attachments. Put info into the body of the email for smartphones.	BEO to ensure no "word" docs are set out - PDFs only	
195	July-Sept 2015	HO	Sub letting and holiday lets. 2nd letter about to go to all addresses	Letter to all leaseholders October with update on September committee report and reasons why it is not a good idea to carry out short term holiday lettings	
194	July-Sept 2015	Residents	Good feedback received about the new BEO online newsletter	For comment only	
193	Apr-June 2015	WP	Surveys. Must ensure that the results of surveys are fed back in a timely manner to respondents.	This has been fed back to the Car Parking Team following their electric car survey, but the other surveys eg Residents Annual Survey & Re-dec Surveys have been reported back immediately.	✓
192	Apr-June 2015	WP	Invoicing (such as Service Charge bills) As there are now multiple bills does this mean the Chamberlains recharge increases?	Chamberlains have reported "We are exploring the possibility of e-billing, where paper invoices may not be issued at all and customers will be able to view all accounts on-line. This is however some way off and falls into the incremental improvements mentioned above. Meanwhile, we shall, wherever possible, send all invoices in one package. We will also ensure that no additional costs as a result of the upgrade are passed on to our residents."	✓

## APPENDIX 1

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

191	Apr-June 2015	<b>HO</b>	Better communications to residents needed by PS about planned work such as scaffolding and balcony work	Scaffolding information is getting to the HOs, but balcony works are still not being communicated. HO advise that the information regarding notifications from Property Services about scaffolding has been largely incorrect, e.g. wrong flat numbers/staircases etc.	
189	Jan - Mar 15	<b>RCC</b>	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. Quarterly Autumn bulletin with Winter bulletin planned for December. Draft SLA/RIP booklets to be presented to SLA WP in December. Quarterly leaseholder letters (summer & Autumn regarding lease enforcement & short term holiday lets). Website being reviewed anticipate going live in the new year.	
187	Jan - Mar 15	<b>AGM</b>	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	<b>RCC</b>	Formal Q&A Annual Residents' meeting - BEO reviewing	To be given further thought - part of the Comms Plan	
179	Jul-Sept 2014	<b>HO</b>	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. Service Charge Manager has been invited to some HG meetings to go through the new format, and the response to the information given has been positive.	✓
168	Oct-Dec 2013	<b>HO</b>	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.	

## APPENDIX 1

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

			<b>Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily</b>		
			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	<b>COG Core Operational Group</b>	
			BAC Barbican Centre	BOG Barbican Operational Group	
			OS Open Spaces	ESM Estate Service Management	
			<b>Source of comments</b>		
			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	July-Sept 15	SLA	Beech Street tunnel garchey bay - cleanliness has deteriorated.	Cleaning Manager reviewing cleaning schedules.	
176	July-Sept 15	COMP	Exemplary service of one of BEO cleaners.	For comment only	✓
175	Jul-Sept 15	SURV	High praise and thanks from many residents in the Residents' Survey of the Car Park and Lobby teams.	For comment only	✓
174	Jul-Sept 15	BEO	Window Cleaning Contract has been awarded to a new contractor who will be starting 01.11.15.	For comment only	✓
173	Jan-Mar 15	AGM <sup>TM</sup>	Thomas More Garden Path flooding.	Cleaners to sweep away water from pathway until further solution becomes available. <b>Awaiting update from independent drainage specialist.</b>	
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	

## 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>
191	Jul-Sept 2015	SURV	Issue with Repairs Contact Centre communicating with some residents. Little follow up with residents.		
190	Jul-Sept 2015	Res	Issues with damage to building by VFM contractors, e.g. carpet traps in Gilbert House, ceiling tiles in Frobisher Crescent	This has been raised by BEO with VFM	
189	Jul-Sept 2015	House Group	Results of the water testing, can these be disclosed to the House Group?	Request made to Property Services	
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 learnt 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 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. There is still an issue with letters not been sent out, and not being shared in the appropriate (shared) directory	

**APPENDIX 3**  
**SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2015**


**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>
133	Jul-Sept 2015	BEO	PS are liaising with the TV consultants & contractor as to the start date of the KPIs for the new Barbican TV network to begin to be monitored (which will be the handover date).	More information and updates needed from VFM.	
132	Jul-Sept 2015	RCC	The Contract award for the works to the Frobisher Crescent west gable end is being progressed.	The works are anticipated to start in December.	
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.	Confirmed with PS the correct procedure for redecs.	✓
130	April- June 2105	HO	Frobisher Crescent redecoration work has commenced (20 July)	Positive feedback received during the resident walkabout in October. Some delays in project due to poor weather. Communication with the BEO/Barbican Centre has been good throughout the project (e.g. with regard to access issues).Project due to complete in November.	
128	April - June 2015	HO	Cromwell Tower external redecoration nearing final stages.	Resident walkabout being arranged and satisfaction survey out next month. Satisfaction survey going out late October. Most issues were to do with access, and will form part of the lessons learnt review of the project. Residents and contractors to cooperate with each other with regard to access issues.	

**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>
<b>161</b>	July-Sept 15	SLA	Planter removal on Lauderdale Place a concern for Seddon and Lauderdale residents	This decision was taken by the BEO following discussion by the GAG. The BEO will review the possibility of installation of large concrete planters for April 2016. Concern also raised about the 2 planters that protected the buildings. Could bollards be used?	
<b>160</b>	July-Sept 15	SLA	Lake appears to have more litter present.	Passed on to City Gardens Manager.	
<b>159</b>	July-Sept 15	SURV	"New gardening approach is lovely."	For comment only	
<b>158</b>	July-Sept 15	SURV	Is there sufficient investment in the large private gardens?	Being reviewed by the GAG in the first instance.	
<b>157</b>	Jul-Sept 15	SURV	Speed Lawn - new wildflower bed summer 2015 not a great success.	GAG have already discussed - will be rethought with OS plans presented to next GAG meeting (Nov 2015)	
<b>156</b>	Jul-Sept 15	BEO	Planting to be cut back	Planting (shrubbery) around Breton & Ben Jonson to be cut back in order to reduce abuse of the area.	
<b>154</b>	Jul-Sept 15	BEO	Bulb Planting - resident volunteer day	1.11.15 - advertised with residents.	✓
<b>153</b>	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. Works to be started shortly to aerate and carry out weed removal as well as maintenance of the sprinkler system	✓
<b>150</b>	Oct - Dec 14	RCC	BEO reviewing drainage problems in Thomas More Garden	Drainage engineer to review the areas. Awaiting update from independent drainage specialist.	
<b>127</b>	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 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
<b>Customer Care</b>												
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	94%	97%		100%	96%			☹	81 out of 84. late letters were about a rent review for a commercial property, 2 alteration approvals, and noise from Virgin Active.	
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%	96%			☹	24 out of 25. Late email was about a baggage store query.	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		100%	100%			☺	1 complaint received re baggage store	
<b>Repairs &amp; Maintenance</b>												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	97%	97%		99%	99%			☺		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	98%	99%		99%	97%			☺		

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
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	99%	99%		99%	98%			😊		
% 'Low priority' repairs (complete within 20 working days)	95%	95%	100%	100%		95%	96%			😊		
Availability % of Barbican lifts	99%	99%	Tower lifts 98.98%	Tower lifts 99.03%		Tower lifts 98.49%	Tower Lifts 98.76%			😞	1 Lift is being investigated as the availability is abnormally low.	
			Terrace lifts 97.96%	Terrace lifts 99.25%		Terrace lifts 99.54%	Terrace Lifts 99.17%			😊		
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	96%	96%		90%	96%			😊	287 out of 300 lights met the KPI	%
Background heating - percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	<b>Total 90% Partial 90%</b>	<b>Total 90% Partial 90%</b>	Total 95% Partial 100%	Total 88% Partial 98%		N/A	N/A			😊		Total % Partial %

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
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%	0%	0%		0%	0%			☺		0%
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	100%	93%		100%	100%			☺	8 out of 8 lights met the KPI	
<b>Estate Management</b>												
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	90%	90%	92%	89%		93%	98%			☺		39/40
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	80%	80%	87%	76%		87%	98%			☺		39/40

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
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	80%	80%	91%	95%		73%	85%			☺	34/40	
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	80%	80%	100%	81%		80%	90%			☺	29/32	
<b>Open Spaces</b>												
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%	100%			☺		
<b>Major Works</b>												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	n/a	Breton 66% Ben Jonson 86%		NA	N/A			☺	no projects completed this quarter.	

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	<b>SUMMARY</b>	Actual 2015/16
--------------------	-------------------	-------------------	----------------------	----------------------	--	---------------------	-----------------------	----------------------	----------------------	--------------------------------	----------------	-------------------