

# 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>
202	Oct - Dec 2015	RCC Qs	A resident has queried the reason for the re-charge for the investigation into water penetration.	This particular instance was reviewed and charge found to be valid. Standard charge principle remains the same, as the investigation into the cause of the water penetration must be done. Info on re-charges are to be included in the reviewed RIP booklet.	✓
201	Oct- Dec 2015	BEO	New Director, Paul Murtagh commenced in January.	Information only.	✓
200	Oct-Dec 2015	ES	Following complaints, contractor letters now have the Barbican logo on it so that residents know it is a genuine letter.	Information only.	✓
199	Oct-Dec 2015	ES	Car Park Box to be trialed as a "Communications Point" so that residents who are not online can remain informed.	Currently proposing that Bunyan Box be the trial area.	
198	July-Sept 2015	HO	Residents private alterations causing a nuisance to other residents. A periodic issue.	First stage review of the Alterations Pack has been carried out with the SLA Working Party. The second stage invited nominated representatives from the House Groups to comment in January. Currently finalising draft of Residents Information Pack.	
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	✓
191	Apr-June 2015	HO	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. Still ongoing as not improved - to be highlighted again to PS.	

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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 & Alterations 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 bulletins (Autumn/Winter). Draft SLA/RIP/Alterations booklets to be presented to SLA WP as 1st stage review & then to nominated resident representatives as 2nd stage review. Quarterly leaseholder letters (summer & Autumn regarding lease enforcement & short term holiday lets). Water Pen letters also to be reviewed. Website been reviewed and is now live.	
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	
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. Ongoing.	
			<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	
				BOUG Barbican Occupiers Users Group	
			<b>Source of comments</b>		
			HO House Officers	COM Complaint	
			RCC Residents Consultation Committee	SURV Survey	
			RCC ? RCC Pre Committee Question	HGM House Group Meeting	

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			RC Residents General Comments	AGM House Group Annual General Meeting	
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## 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>
181	Oct - Dec 15	RCC Qs	Security of residents. What measures are taken with regard to staff recruitment?	All staff undergo DBS checks.	✓
180	Oct - Dec 15	RCC Qs	Fire Escape Strategy for car parks with regard to shutters and signage.	There has been no change to the strategy. Should residents need advice, in the first instance they should contact their House Officer	✓
179	Oct-Dec 15	HO	Extra resources have been deployed to remove moss and other slip hazards from path & podium walk ways.	Comment only	✓
178	Oct-Dec 15	HO	New Window Cleaning contract has started well. No drop in the levels of service as reflected in the KPI's.	Comment only	✓
177	July-Sept 15	SLA	Beech Street tunnel Garchey bay - cleanliness has deteriorated.	Cleaning Manager reviewing cleaning schedules. * <b>New signage to be installed in this area (not to dump builders waste) to be monitored by H.O.s</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. <b>Continue to monitor with Security Manager &amp; Cleaning Manager to ensure good communication. Uniform &amp; ID being reviewed for all Lobby Concierge temporary staff cover.</b>	

### 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>
192	Oct - Dec 2015	Res	Comments received with regard to main contractor's workmanship in terms of making good/bigger picture. This can be haphazard.		
191	Jul-Sept 2015	SURV	Issue with Repairs Contact Centre communicating with some residents. Little follow up with residents.	Any specific issues are now raised directly with PS	✓
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	All repairs raised once installation programme has finished, and recharged back to VFM.	✓
189	Jul-Sept 2015	House Group	Results of the water testing, can these be disclosed to the House Group?	Property Services in the process of sending the last water testing results to the House Group.	
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.	Property Services confirmed that this will be added to future planned maintenance.	✓
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 which is now being done.	✓

## 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>
136	Oct - Dec 2015	RCC Qs	Redecoration costs for Frobisher. Query about when work was last carried out and condition survey at time of development.	City Surveyors do not have a copy of the condition survey. Raised at January BOUG - Barbican Centre to look into.	
135	Oct-Dec 2015	PS	Concrete Survey for the rest of estate has now commenced.	Information only	✓
134	Oct-Dec 2015	PS	Redecs Project now commencing 2016/17:Lauderdale Tower External and Shakespeare Tower External	Information only	✓
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 have started.	✓
130	April- June 2105	HO	Frobisher Crescent redecoration work has commenced	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 complete.	✓
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. Project complete.	✓

## 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>
163	Oct-Dec 15	RES	Positive comments received about removal of wisteria in Speed Gardens and suitable replacement choice of Trachelospermum jasminoides (evergreen)	For comment only	
162	Oct - Dec 15	BEO	Barbican Lakeside path (Speed House side) - path is to be lifted and relayed with root barrier due to root growth of wisteria	For comment only	
161	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 2016/17 (subject to funding).	
160	July-Sept 15	SLA	Lake appears to have more litter present.	Passed on to City Gardens Manager. <b>Contributing factor School bins are were not being regularly emptied - this is now being done on a daily basis</b>	
159	July-Sept 15	SURV	"New gardening approach is lovely."	For comment only	✓
158	July-Sept 15	SURV	Is there sufficient investment in the large private gardens?	Being reviewed by the GAG in the first instance.	
157	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	
156	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.	
150	Oct - Dec 14	RCC	BEO reviewing drainage problems in Thomas More Garden	Drainage engineer to review the areas. Awaiting update from independent drainage specialist. Cleaners to sweep away water from pathway until further solution becomes available.	
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. Works completed.	✓

**APPENDIX 5**  
**SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2015**

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**APPENDIX 6**

**SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS**

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### SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS

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## 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%	100%		😊	45/45	
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%	100%		😊	39/39	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		100%	100%	100%		😊	2 complaints received. 1 about a repair and 1 about contractors being on JTC ramp.	
<b>Repairs &amp; Maintenance</b>												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	97%	97%		99%	99%	99%		😊		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	98%	99%		99%	97%	99%		😊		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	99%	99%		99%	98%	100%		😊		

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
% 'Low priority' repairs (complete within 20 working days)	95%	95%	100%	100%		95%	96%	99%		☺		
Availability % of Barbican lifts	99%	99%	Tower lifts 98.98%	Tower lifts 99.03%		Tower lifts 98.49%	Tower Lifts 98.76%	Tower Lifts 97.45%		☹	This low figure is as a result of a possible glitch in the lift company's upgraded elevator monitoring system (2 x lifts were shown to be out of service, but upon lift engineers arrival they were in service)	
			Terrace lifts 97.96%	Terrace lifts 99.25%		Terrace lifts 99.54%	Terrace Lifts 99.17%	Terrace Lifts 98.89%		☹	Missed the KPI target by 0.11%	
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	96%	96%		90%	96%	94%		☺	312 out of 332 lights met the KPI	%
Background heating - percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% Partial 90%	Total 90% Partial 90%	Total 95% Partial 100%	Total 88% Partial 98%		N/A	N/A	Total 100% Partial 100%		☺		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%		☺		0%
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	100%	93%		100%	100%	100%		☺	21 out of 21 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%	100%		☺	40/40	
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%	95%		☺	36/38	

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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
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	n/a	Breton 66% Ben Jonson 86%		NA	N/A	75%		☹	Frobisher Crescent external redecorations - 3 out of 4 respondants satisfied with works	