

# APPENDIX 1

## SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
204	Jan - Mar 16	RCC	Frobisher Crescent leaseholders relationship with the Barbican Centre would be considered at the SLA WP meeting to find a way to improve the channel of communication between Frobisher Crescent and the Centre.	The RCC representative for Frobisher Crescent was invited to the SLA Working Party meeting in April to discuss how to improve communication with the Barbican Centre. Officers are progressing this with members of the relevant committee.	
203	Jan - Mar 16	Res	Underfloor Heating - procedure for switching on and off are different. Can this be discussed please and can it be formalised so switching on replicates switching off?	On - minimum number of requests plus review of weather forecast. Off - review of weather forecast only. Discussed at working party meeting. To discuss again Aug 2016 post tender.	
202	Jan-Mar 2016	RCC Qs	Is the SLA response for emails 10 working days or calendar days and can an automatic response be reviewed?	10 workings days. This will be reviewed as part of SLA booklet review by the SLA working party.	✓
201	Jan - Mar 15	RCC Qs	What is the Disputes Resolution Panel in the RCC Terms of Reference?	Was set up by the RCC over 10 years ago and has only met once. CoL Complaints procedure is now used. This will be reviewed as part of the SLA & RIP booklet review with the SLA working party.	✓
200	Jan-Mar 2016	BEO	New Duty Manager and Reception team member will help the standard of service to improve.	Comment 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 Thomas More Box be the trial area as the HG have expressed concern about being residents who are not online.	
198	July-Sept 2015	HO	Residents private alterations causing a nuisance to other residents. A periodic issue.	First stage review of the Home Improvements Pack has been carried out with the SLA Working Party. The second stage invited nominated representatives from the House Groups to comment in January. Third draft of HIP presented for final comments by 25.04.16. Fourth stage - draft to RCC for approval.	

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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 – 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 ongoing. Draft SLA/RIP/Alterations booklets being reviewed as per HIP (see 198). Quarterly leaseholder letters ongoing. Website 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.	Message gone out in Barbican Manager's letter - some details already received following this request	✓
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	
			RC Residents General Comments	AGM House Group Annual General Meeting	

## APPENDIX 2

### SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
186	Jan - Mar 16	SLA	New powers of Fixed Penalty Notices for fly tipping. Will BEO be liaising with Cleansing about various problem areas around the Estate?	Cleaning Manager liaising with Cleansing Department about this.	
185	Jan - Mar 16	HO	Podium Cleaning - KPI very low this quarter. Cleaning Manager to put in place an action plan for improvement.	This is still being monitored by House Officers when carrying out block inspections There are a number of areas where tiles are dirty or have scale built up on them.	
184	Jan - Mar 16	HO	Next round of balcony & Lobby inspections are due to start again in line with London Fire Brigade and FHS regs	For comment only.	
183	Jan - Mar 16	HO	Can it be reflected in the cleaning inspection report when the regular cleaner is not responsible for inspections that are graded less than the expected requirement of 'good' ? Suggestion is that HO can clarify that the report was completed whilst a temporary cleaner was present	House Officers will mention in the report if there is a change to regular cleaner etc. however the inspection is of the block, not the cleaner.	✓
182	Jan-Mar 16	RCC Qs	Can fox repellent application/use of mesh on perimeters rectify the situation of foxes damaging residents' cars in Bunyan Car Park?	Officers are seeking advice from our wildlife contractor - when received we will update the affected residents.	
177	July-Sept 15	SLA	Beech Street tunnel Garchey bay - cleanliness has deteriorated.	Cleaning Manager reviewing cleaning schedules. * New signage to be installed in this area (not to dump builders waste) to be monitored by H.O.s <b>This is being reviewed. Currently it is being more thoroughly cleaned</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. Continue to monitor with Security Manager & Cleaning Manager to ensure good communication. Uniform & ID being reviewed for all Lobby Concierge temporary staff cover. <b>Still being monitored - Temp Cleaners are expected to maintain regular cleaning standards &amp; understand the idiosyncrasies of each block</b>	

## APPENDIX 3

### SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
196	Jan - Mar 16	HO	Does PS have a skills shortage in terms of plumbing expertise (in house or contractor)? Can this be reviewed?		
195	Jan - Mar 2016	RCC QS	What can be done to stop contractors leaving equipment on balconies? Can dates of work be provided?	PS are liaising with contractors to provide programme dates which can be passed onto House Officer.	
194	Jan - Mar 2016	HO	Noisy work being organised by BEO with our contractors. No notification issued during recent works at Brandon Mews when Kango was being used. Health and Safety issues raised by BM Leaseholder with regard to trailing cables left by contractor	More communication from Property Services team with relevant House Officer, so these issues do not come as a surprise to residents	
193	Jan - Mar 2016	HO	Repairs orders to have more meaningful information e.g. not just complete works as per estimate. More accurate information could be the exact location of where the work is taking place and also if the work is being completed following water leak to a particular flat.	(Examples of works orders are 2110313 and 2107453 - Are these works on gullies planned maintenance, or following reports of leaks to flats?)	
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.	✓

## APPENDIX 4

### SLA AGREEMENT REVIEW - MAJOR WORKS 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
141	Jan - Mar 2016	SLA	Frobisher Crescent gable end project. End date keeps being put back.		
140	Jan - Mar 2016	RCC Qs	When will residents know the actual costs and results of the concrete testing?	Testing element actual costs in May/June. Repair costs are dependent on testing outcome and estimates are anticipated to be known June/July before going to tender.	✓
139	Jan - Mar 2016	RCC Qs	Frobisher Crescent heating/hot water - is there an update?	PS are currently liaising with City Solicitor on the details of the proposed contract. A report will be submitted to a future committee for information.	
138	Jan - Mar 2016	HG	House groups wish to see results of the concrete surveys.	Results and information to be provided at end of the project which is still ongoing.	✓
137	Jan - Mar 2016	HO	Another update is due from VFM with regard to tv services.	Email broadcast update to be arranged.	
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 last 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	Pre-start meet the contractor meeting being arranged during May for Shakespeare Tower redecoration work. Colour consultation ongoing for Lauderdale Tower redecorations.	✓
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).	<b>For latest, please see Property Services, Appendix 3, Update Report.</b>	
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. Monthly updates being sent to HG, members and weekly to affected residents.	✓
130	April- June 2105	HO	Frobisher Crescent redecoration work has commenced		✓
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 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
166	Jan - Mar 16	OS	Mulch from Royal Gardens has been provided by Open Spaces to help enrich the soil	For comment only	✓
165	Jan - Mar 16	GAG	Allotment Survey feedback.	Feedback from GAG has been provided and the information was shared via the Estate wide Email Broadcast	✓
164	Jan - Mar 16	BEO/OS	Willoughby Planters are in place and been filled	For comment only	✓
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. 3 Planters on order for Lauderdale Place.	✓
160	July-Sept 15	SLA	Lake appears to have more litter present.	Passed on to City Gardens Manager. Contributing factor School bins are were not being regularly emptied - this is now being done on a daily basis. Much improved.	✓
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.	

## APPENDIX 6

### SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
28	Jan-Mar 2016	RCC Qs	Can an automatic barrier to St Giles terrace be installed?	St Giles' barrier is a City Asset of DBE. DBE have confirmed there is no budget at this time to do this.	✓
27	Jan-Mar 2016	Com	Positive comments about communication with regard to the public lift Speed Highwalk outage. Comment was "well done the team, clear and helpful"	For comment only	✓
26	Oct - Dec 2015	RCC Qs	Podium maintenance - issues with drainage causing leaks	Additional monies approved for drainage in 2015/16 for the cyclical programme. Longer term strategy for leaks through podium being reviewed.	
24	Oct - Dec 2015	RCC Qs	Frobisher Crescent lifts - to provide KPIs for the specific lifts	Current lift contract only includes KPIs for planned maintenance not reactive repairs. Barbican Centre looking to get performance reports incorporated into this current contract and for new contract (due 2017) to have KPIs for both planned maintenance and reactive repairs. A lift service report is being prepared by the City for the Barbican Centre for Jan - Mar 16 and this will be forwarded onto the HG when received - in the future these will be reported with other lift KPIs	
24	Oct-Dec 2015	PS	The amount of podium tiling repairs has increased and the new stair tile edges are being completed.	Information only. White paint being redone.	✓
23	Oct- Dec 2015	BEO	Beech Gardens Fountain Survey to be sent out in 2016.	Actions to follow from the responses.	✓
21	July-Sept 2015	HO	Signage Review - should the Bylaws for the Public Highwalk be more prominent than they are now?	Additional vinyl signs now purchased and installed	✓

## 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%	100%	☺	37/37	99%
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%	95%	☹	38/40	98%
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		100%	100%	100%	100%	☺	No complaints received	100%
<b>Repairs &amp; Maintenance</b>												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	97%	97%		99%	99%	99%	99.2%	☺		99.0%
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	98%	99%		99%	97%	99%	99.5%	☺		98.6%
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	99%	99%		99%	98%	100%	99.7%	☺		99%



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%	100%	☺		97.5%
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%	Tower lifts 99.36%	☺		98.5%
			Terrace lifts 97.96%	Terrace lifts 99.25%		Terrace lifts 99.54%	Terrace Lifts 99.17%	Terrace Lifts 98.89%	Terrace lifts 98.42%	☹	Missed the KPI target by 0.58%	99.0%
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	96%	96%		90%	96%	94%	89%	☹	284 out of 318 lights met the KPI. Missed the KPI target by 1%	92%
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 100% Partial 99%	☺	11 orders Total loss & all in target. 89 orders partial loss, 1 out of target	Total 100% Partial 99.5%
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	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%	91%	☺	21 out of 23 lights met the KPI	98%

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>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%	95%	☺	36/38	97%
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%	97%	☺	37/38	94%
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	80%	80%	91%	95%		73%	85%	88%	68%	☹	26/38 Improvement being implemented by Cleaning Manager.	79%

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 car park cleaning - good and very good	80%	80%	100%	81%		80%	90%	95%	100%	☺	36/36	91%
<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%	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	75%	NIA	☺		