

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>
208	Apr-June 16	BEO	On reviewing the Terms of Reference (TOR) for the new Leaseholder Service Charge Working Party it was noted that there was not a TOR for the SLA Working Party. A draft is enclosed for the SLA Working Party to review/provide comments.	SLA WP to review for next meeting.	
207	Apr-June 16	RCC Qs	When will the email protocol (in terms of response times) be reviewed?	As part of SLA review (which will follow same procedure as HIP and RIP)	✓
206	Apr-June 16	BEO	Large Baggage Store Survey has been sent out	Results will be publicised.	
205	Apr-June 16	BEO	Residents Survey 2016 has been sent out	Results will be publicised.	✓
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 senior officers at the Arts Centre. Protocol currently being circulated for comment and review	
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.	
199	Oct-Dec 2015	ES	Car Park Box to be trialed as a "Information Point" so that residents who are not online can remain informed.	Thomas More Box is trial area as the HG have expressed concern about being residents who are not online. This is now up and running and information on the location was included in the Quarterly Leaseholder Letter.	✓
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. Fourth stage - draft to RCC for approval. HIP approved in June.	✓

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			Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily		
			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	
				BOUG Barbican Occupiers Users Group	
			Source of comments		
			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>
188	Apr-June 16	BEO	Meeting to be arranged with Cleansing, Barbican Cleaning Manager and the relevant House Groups about use of Garchey Bay	Possible changes to the use of this areas especially in relation to the bulky items being disposed of	
187	Apr-June 16	BEO	Window Cleaning Schedule to be sent out regularly	Issues not being reported by residents in a timely manner - (schedules to be re-posted on noticeboards now we are on the reverse side of schedule). Also update residents again about the protocol for reporting window cleaning issues as some residents wait until a House Group meeting.	
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. Cleansing have been chased up by Barbican Cleaning Manager for an update	
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. New podium cleaning machine has been purchased - we will be looking for improvements in the results for the next July - September quarter	
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. BEO's policy regarding wildlife has been clarified to the affected residents	✓
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. Still being monitored - Temp Cleaners are expected to maintain regular cleaning standards & understand the idiosyncrasies of each block	

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>
200	Apr - June 2016	BEO	Repairs & Maintenance contract to be tendered 2016/17 - resident representatives required to volunteer to help determine the new contract.	SLA Working Party will be invited to be involved in the new contract and review tender specification. KPIs will be important factor and penalties introduced for failure to meet KPIs will be considered. Tender process to start around November with resident reps meeting prior to this to look at ways to improve the service through the new contract. Comments will be fed back to RCC by SLAWP. New contractor likely to be in place at the latest July 2017	
199	Apr - June 2016	RCC QS	Are blocks with access to just one lift given priority in terms or repairs?	The contract does not differentiate between "staircase" lifts and "corridor" lifts. The House Group that raised this query has a number of concerns. Meeting arranged with Thomas More House Group during August	
198	Apr - June 2016	HO	Some residents have complained about the lack of protocol from our own contractors, e.g. being on balconies prior to 9am.	Property Services to remind Barbican Estate contractors about procedures with regard to working restrictions and protocol. For example: times access to residents' balconies, buzzing up first, noisy work times etc. To be raised at BOG	
197	Apr - June 2016	HO	Additional resource (painter) taken on by the on site contractor (Metwin). Metwin have caught up on painting jobs and there has been good feedback received from residents	For comment only	✓
196	Jan - Mar 16	HO	Does PS have a skills shortage in terms of plumbing expertise (in house or contractor)? Can this be reviewed?	Issue has been raised at the BOG and is currently being monitored.	
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. This is still being monitored and improvement still required.	
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. This is still being monitored and improvement still required	

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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?). This is still being monitored and improvement still required. SLAWP wanted to know what was being done with regard to ensuring improvements with regard to points, 195, 194, 193 and 192. These are comments made by the House Officers who believe more improvement is still required.	
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.	Some examples have been provided and this issue will be raised at BOG	

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>
145	Apr - Jun 2016	RCC Qs	Frobisher Crescent drainage project - slippage in completion date. Is the delay due to poor management?	Delays are due to the manufacture and installation of the balcony doors. Officers are pressing contractors to achieve their amended completion dates.	
144	Apr-Jun 2016	PS	Estatewide Concrete Surveys update	Surveys are now completed and being analysed. SLAWP wanted the costs involved to be made transparent to residents. Please see Property Services September 2016 Update Report	
143	Apr-Jun 2016	HO	Two new members of staff (projects and major works) have joined the Property Services Team	Head of New Developments & Major Projects: Chartered Architect with over 30 years of experience in both the Public & Private Sector including Planned & Capital Works, Housing & Regeneration. Senior Surveyor & Team Leader: Nearly 20 years on property maintenance, repair, refurbishment & renewal including experience in managing contracts & contractors & Communal TV/Electrical/Electric Heating/Lift upgrades, Fire Risk Assessment & Safety & Building Refurbishment. The Project Delivery Team will be responsible for delivering projects across the Barbican & Housing Estates. The work they carry out is recorded on a time recording system & this time is allocated to each project at year end.	
142	Apr - Jun 2016	HG/BEO	Frobisher Crescent, drainage project - update	A protocol has now been agreed with BEO and the three affected residents. They now receive a weekly update about the progress of the work. Work scheduled for completion in August.	
139	Jan - Mar 2016	RCC Qs	Frobisher Crescent heating/hot water - is there an update?	City Surveyors reviewing latest Heating & Hot Water report from the consultants.	
137	Jan - Mar 2016	HO	Another update is due from VFM with regard to TV services.	An email broadcast estate wide to residents in August with information about start date for TV install. VFM installing fibre in basements. Likely to be a 12 week project.	
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.	
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).	For latest, please see Property Services, Appendix 2, Update Report.	

APPENDIX 4
SLA AGREEMENT REVIEW - MAJOR WORKS 2016

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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>
162	Apr-June 16	RCC Qs	Lauderdale Place - will the planters that were close to Lauderdale Tower and to the layby entrance, be replaced?	Currently, there is no plan to replace them	✓
161	Apr-June 16	OP	Potential changes to some flower beds on the podium to stop soil runoff.	There are some proposed improvements planned for some of the flower beds to prevent soil spilling off the beds and blocking up drains and soling tiles. BEO to meet with Open Spaces in the next few weeks to review what works can be carried out.	
160	Apr-June 16	BEO	Garden Events proving very popular	comment only	✓
159	Apr-June 16	BEO	Mountjoy House won the Gardens in Bloom Award 2016	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.	
150	Oct - Dec 14	RCC	BEO reviewing drainage problems in Thomas More Garden	Initial survey carried out by new Housing Surveyor (July 16) - further survey with options pending. Cleaners to sweep away water from pathway until further solution becomes available.	

APPENDIX 6
SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS 2016

Appendix 7. Barbican KPIs 2016-17

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR - JUN 2016	JULY - SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
Customer Care												
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	100%	99%		100%	%	%	%	☺	39/39	
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%	100%	98%		100%	%	%	%	☺	82/82	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		100%	%	%	%	☺	1 complaint about breaches of lease with wooden flooring	
Repairs & Maintenance												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	95%	99%		100%	%	%	%	☺		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	95%	99%		99%	%	%	%	☺		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	95%	99%		99%	%	%	%	☺		

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR - JUN 2016	JULY - SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
% 'Low priority' repairs (complete within 20 working days)	95%	95%	95%	98%		98%	%	%	%	☺		
Availability % of Barbican lifts	99%	99%	Tower lifts 99%	Tower lifts 98.5%		Tower lifts 97.94%	Tower Lifts %	Tower Lifts %	Tower lifts %	☹	Potential faulty EMU (Electronic Monitoring Unit) which showed the lift out of service when it was actually in service (Cromwell B Lift)	
			Terrace 99lifts %	Terrace lifts 99%		Terrace lifts 99.37%	Terrace Lifts %	Terrace Lifts %	Terrace lifts %	☺		
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	90%	92%		99%	%	%	%	☺		
Background heating - percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% Partial 90%	Total 90% Partial 90%	Total 90% Partial 90%	Total 100% Partial 99.5%		N/A	N/A	Total % Partial %	Total % Partial %	☺		
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%	0%	0%		0%	%	%	%	☺		0%

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR- JUN 2016	JULY- SEPT 2016	OCT- DEC 2016	JAN- MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	90%	98%		100%	%	%	%	☺		
Estate Management												
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	90%	90%	90%	97%		89%	%	%	%	☹	1% below target	
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	80%	80%	80%	94%		97%	%	%	%	☺		
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	80%	80%	80%	79%		66%	%	%	%	☹	25/38 - new podium cleaning machine recently purchased - ongoing monitoring of performance by Cleaning Manager	

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR- JUN 2016	JULY- SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	80%	80%	80%	91%		86%	%	%	%	☺		
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%	80%	100%		100%	%	%	%	☺		
Major Works												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	90%	75%		91%	%	%	%	☺	Cromwell Tower redec. 11 responses	