

# APPENDIX 1

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

212	Oct-Dec 16	BEO	Barbican Residents' Manual 2017 is about to be distributed with the first insert - Home Improvements Pack.	For Comment Only - send out inserts only to external addresses.	✓
209	July-Sept 16	BEO	Paper survey is to be sent out to get feedback on the Information Point at Thomas More Car Park.	Paper survey for local blocks in Autumn. Completed. Results have been reviewed but were inconclusive. Potential rollout to rest of the Estate being reviewed.	
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 to be enclosed for the SLA Working Party to review/provide comments.	Agreed at October SLA WP meeting. TOR to be included with annual review of Working Parties which is being presented to RCC AGM in March.	
			<b>Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily</b>		
			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	
			BAC Barbican Centre	BOG Barbican Operational Group	
			<b>Source of comments</b>		
			HO House Officers	COM Complaint	
			RCC Residents Consultation Committee	SURV Survey	
			RCC Pre Committee Question	HGM House Group 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>
192	Oct-Dec 16	BEO	Programme to clear out rubbish left by residents in the car parks was successful.	Completed.	✓
191	Oct-Dec 16	BEO	Following the allocation of new areas for the Cleaning Supervisors, the standard of podium cleaning has improved.	92% for podium cleaning for this Quarter	✓
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 area especially in relation to the bulky items being disposed of being reviewed. Meeting to be held in February 2017.	
186	Jan - Mar 16	SLA	New powers of Fixed Penalty Notices (FPN) for fly tipping. Will BEO be liaising with Cleansing about various problem areas around the Estate?	Following meeting between BEO Cleaning Manager & COL Cleansing Department advice is that FPN cannot be applied for a private Estate but Cleansing are looking at alternatives.	

### 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>
202	Oct-Dec 2016	HO/BEO	New Contractor calling cards being generated	Following input from House Officers, Property Services are printing new calling cards to help when balcony & similar works are being carried out.	
201	Oct-Dec 2016	BEO	Balcony Slabs - difficulty in sourcing	Balcony slabs are being sourced & repurposed from Blake Tower where possible as they meet the Listed Building Guidelines and match Barbican originals and PS sourcing another supplier.	
200	Apr - June 2016	BEO	Repairs & Maintenance contract to be tendered 2016/17 - resident representatives required to volunteer to help determine the new contract.	2 Volunteers from SLA Working Party (WP) have come forward, one volunteer to be sought from Asset Maintenance WP. SLA WP invited to be involved in the new contract and review tender specification and to review tenders. New contractor likely to be in place by July 2017.	

## 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>
150	Oct-Dec 16	PS	Survey on external redecs for Lauderdale has been completed. Defoe near to completion and regular meetings still being held.	19 responses received and very positive feedback.	✓
149	Oct-Dec 16	residents	Asking for an update as to when the repairs to the balcony soffits , following the concrete testing, will be completed.	Summer/Autumn 2017 (currently going through procurement process). See Concrete testing & repairs report to Jan/Feb 2017 committees.	
144	Apr-Jun 2016	PS	Estatewide Concrete Surveys update	Surveys are now completed and being analysed. SLA WP wanted the costs involved to be made transparent to residents. Please see 149 above. On request of the WP, the reports have now been distributed to the HG Chairs and RCC reps.	✓
139	Jan - Mar 2016	RCC Qs	Frobisher Crescent heating/hot water - is there an update?	As per "You Said; We Did" for BRC: Officers have reviewed the final report from the consulting engineers on the Heating and Hot Water system at a meeting with the Frobisher Crescent House Group in January. A number of options (including consultation with leaseholders and researching alternative bespoke systems) are being progressed by both parties who will meet again in April.	

## 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>
163	Oct - Dec 16	RCC Qs	BEO to review whether the old ironmongery that was removed during the recent works by Speed Lawn, should be replaced.		
162	Jul - Sept 16	BEO	The Barbican lake and waterfall	Currently only operating on one side at a reduced rate. Meeting Between Open Spaces, Barbican Centre Engineers, BEO and Contrator has taken place to ensure joined up approach. Awaiting costs and options.	
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 drainage survey carried out by new Housing Surveyor (July 16) and now awaiting options.	

# **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	Oct- Dec 16	RCC Qs	Issues about maintaining the Estate with regards to the Listed Status.	All contractors that carry out work for and on behalf of the BEO are made aware of the Listed status. Regular consultation with Planners, takes place regarding works that may be covered under the Guidelines.	✓
27	Oct-Dec 16	residents	Why is more work being done on Beech Gardens?	The further repair work on Beech Gardens is not due to poor workmanship by Volkerlaser but is a consequence of movement from the Crossrail works, which we are reclaiming from Crossrail. Statement to Jan 17 RCC plus position statement.	✓
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 and will form part of the Phase 2 podium waterproofing project.	

## 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
<b>Customer Care</b>												
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	100%	99%		100%	100%	100%	%	😊	71/71	
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%	100%	100%	%	😊	66/66	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		100%	100%	100%	%	😊	0 complaints	
<b>Repairs &amp; Maintenance</b>												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	95%	99%		100%	100%	100%	%	😊		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	95%	99%		99%	99%	99%	%	😊		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	95%	99%		99%	99%	98%	%	😊		

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%	98%	97%	%	☺		
Availability % of Barbican lifts	99%	99%	Tower lifts 99%	Tower lifts 98.5%		Tower lifts 97.94%	Tower Lifts 99.48%	Tower Lifts 99.63%	Tower lifts %	☺		
			Terrace lifts 99%	Terrace lifts 99%		Terrace lifts 99.37%	Terrace Lifts 99.06 %	Terrace Lifts 98.97%	Terrace lifts %	☹	Target missed by 0.03%	
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	90%	92%		99%	97%	97%	%	☺		
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 100% Partial 100%	Total % Partial %	☺		
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%	0%	0%		0%	%	0%	%	☺		
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	90%	98%		100%	100%	100%	%	☺		



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
<b>Estate Management</b>												
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	90%	90%	90%	97%		89%	95%	100%	%	☺		
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	80%	80%	80%	94%		97%	82%	95%	%	☺		
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	80%	80%	80%	79%		66%	92%	89%	%	☺		

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%	88%	97%	%	☺		
<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%	80%	100%		100%	100%	100%	%	☺		
<b>Major Works</b>												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	90%	75%		91%	n/a	95%	%	☺	20/21	
<b>Short Term Holiday Lets</b>												
Possible STHL reported to BEO because of noise or nuisance	NA	NA	NA	NA		0	0	0				

<b>Title of Indicator</b>	<b>TARGET 2014/15</b>	<b>TARGET 2015/16</b>	<b>TARGET 2016/17</b>	<b>ACTUAL 2015/16</b>		<b>APR- JUN 2016</b>	<b>JULY- SEPT 2016</b>	<b>OCT - DEC 2016</b>	<b>JAN - MAR 2017</b>	<b>PROGRES S AGAINST TARGET</b>	<b>SUMMARY</b>	<b>Actual 2016/17</b>
STHL reported to BEO after being found on a website and being investigated	NA	NA	NA	NA		8	7	2				
STHL at Stage 1	NA	NA	NA	NA		0	0	1				
STHL at Stage 2	NA	NA	NA	NA		0	0	1				