

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>
217	Jan-Mar 17	BEO	Following the review of the Home Improvements Pack in 2016 and some further comments/complaints could or should a review of the hours of noisy works take place.	As discussed with the SLA WP BEO to review the outcome of the Citywide Consultation before any further review.	
216	Jan-Mar 17	BEO/HG	Procedure for dealing with lift outages has recently been reviewed, with reporting protocol clarified for both BEO and residents. This includes both the notices that are put up when lifts are out of service and comms. with people who are stuck in a lift. Additionally the BEO will review signage within the lifts as to who to call if there is a problem.	For comment only	
215	Jan-Mar 17	BEO	BEO to compile a list of routine articles for the quarterly bulletins	To be complied for the communications meetings. Suggestions welcome!	
214	Jan-Mar 17	BEO	Can the WP review the contents of the current Residents Annual Survey ahead of the June distribution?	Copy of current survey will be provided at the meeting & followed up in May 2017 via email with the Working Party.	✓
213	Jan-Mar 17	BEO	Procedure for dealing with water hammer being reviewed.	Current method has proved successful but time consuming, due to lack of response/ feedback from residents.	
209	July-Sept 16	BEO/ AGM	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. At the Thomas More AGM it was requested that the Information Point be moved to the BEO as the car park was unsuitable.	
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.	✓

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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	
			BAC Barbican Centre	BOG Barbican Operational Group	
			Source of comments		
			HO House Officers	COM Complaint	
			RCC Residents Consultation Committee	SURV Survey	
			RCC ? RCC Pre Committee Question	HGM House Group Meeting	
				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>
196	Jan - Mar 17	BEO	Signage in the private gardens and requests for extra.	Officers refer to report to RCC in May 2015 about use of the private gardens and minuted comments that signage should be kept to a minimum and be discrete.	✓
195	Jan - Mar 17	BEO	New recruitment taking place for Lobby Porters and Car Park Concierge.	Interviews have taken place and successful candidates are being contacted. Information will be provided to the affected blocks.	
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 held. Request for Barrier to be reinstated by Shakespeare HG.	
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?	Meeting held with Cleansing and BEO - Agreed that:- comms with contractors would be increased; review signage and review enforcement (but there may be resourcing issues).	

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>
194	Jan - Mar 17	SLA WP	Is the Lift Consultant contract due to be retendered soon?	Yes - this is scheduled for later in 2017	
193	Jan - Mar 17	BEO/PS	New point of contact has been provided for BEO/PS by lift consultants	Following meeting with Butler and Young (Lift Consultants we have been introduced to a new contact to raise issues through. Outcome of this meeting will mean improved comms and better delivery of service. This will be monitored closely going forward	✓
204	Jan- Mar 2017	BEO	Recruitment proposed for new Repairs and Maintenance Manager in Property Services. Temporary cover has been organised whilst recruitment is ongoing	For comment only	✓
203	Jan- Mar 2017	BEO	House Officers now receiving communal repairs orders to check that they are meeting target date (10% of orders being checked)	For comment only	✓
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. This has been delayed due to change in personnel detailed in 204. The current contract can be extended until June 2018 to allow for proper thought & review about how to move forward with the next contract.	

APPENDIX 3
SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2016

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>
152	Jan - Mar 2017	PS	Andrewes redecs 65% complete and Speed redecs 100% complete and survey sent out	8 out of 9 Speed residents responded positively in the redecs survey	✓
151	Jan-Mar 2017	HO	Very positive feedback received from residents on redecoration surveys	For comment only	✓
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.	
144	Apr-Jun 2016	PS	Estatewide Concrete Surveys update	SLA WP wanted the costs involved to be made transparent to residents. 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>
164	Jan- Mar 2017	HG	Following non-residents gaining access to Speed House gardens and the Igloos, accessible areas being reviewed.	Works being carried out by Open Spaces on the back edge of this flower bed due to be completed by the end of April.	
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 Contractor has taken place to ensure joined up approach. Work due to be completed May/June 2017.	
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. April 17 - options received and being reviewed by Open Spaces	

APPENDIX 6

SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS 2016

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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%	100%	100%	100%	😊	96/96	
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%	100%	😊	73/73	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		100%	100%	100%	100%	😊	0 complaints	
Repairs & Maintenance												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	95%	99%		100%	100%	100%	99.17%	😊		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	95%	99%		99%	99%	99%	100%	😊		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	95%	99%		99%	99%	98%	99.84%	😊		

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%	99.76%	☺		
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 99.13%	☺		
			Terrace lifts 99%	Terrace lifts 99%		Terrace lifts 99.37%	Terrace Lifts 99.06 %	Terrace Lifts 98.97%	Terrace lifts 98.35%	☹	Target missed by 0.65%	
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	90%	92%		99%	97%	97%	91%	☺		
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%	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
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%	95%	100%	90%	😊		
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%	93%	😊		
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%	90%	😊		

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%	85%	☺		
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%	100%	100%	100%	☺		
Major Works												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	90%	75%		91%	n/a	95%	100%	☺	20/21	
Short Term Holiday Lets												
Possible STHL reported to BEO because of noise or nuisance	NA	NA	NA	NA		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
STHL reported to BEO after being found on a website and being investigated	NA	NA	NA	NA		8	7	2	2			
STHL at Stage 1	NA	NA	NA	NA		0	0	1	2			
STHL at Stage 2	NA	NA	NA	NA		0	0	1	1			