

APPENDIX 1

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2017-18

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
221	Apr-June 17	BEO	Review of Residents Information Pack & SLA booklet on hold due to other priorities & resourcing issues.	Resourcing of BEO currently being reviewed.	
220	Apr-June 17	BEO	2017 Residents Survey on hold due to other priorities & resourcing issues.	Resourcing of BEO currently being reviewed.	
219	Apr-June 17	BEO/ Housing	Senior Managers Fire Safety Drop-in Session in July.	Over 30 residents attended, rolling Q&A updated.	
218	Apr-June 17	PS	Feedback from residents suggest that the information in the water penetration letters are refreshed. Some of the letters sent out are not clear regarding contact details, no signatures etc.	Property Services, Customer Support Officer to review letters.	
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.	Schedule for quarterly/annual bulletins on hold due to other priorities & resourcing issues. Resourcing of BEO currently being reviewed.	
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. On hold due to other priorities & resourcing issues. Resourcing of BEO currently being reviewed.	
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. On hold due to other priorities & resourcing issues. Resourcing of BEO currently being reviewed.	

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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 2017-18

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
202	Apr- June 2017	BEO	Annual Fire escape/balcony inspections commenced May 2017 & action plan reviewed in June. First inspections of all blocks completed July. Second follow up enforcement inspections completed end of July. Comms. plan reviewed for Fire safety in June (including Fire booklets/Email bulletins/FAQs both general & specific/website/Fire Risk Assessments). All correspondence to House Officers for response.		
201	Apr-June 17	BEO	Morale low for some Estate Cleaners in relation to grading of Cleaning standards carried out for inspections not being the same as the City's appraisal system (issues of communication & misunderstanding).	Block inspections to be regraded (outstanding/very good/good/improvement required) for cleaning standards from October 2017 as agreed at SLA WP in July.	
200	Apr-June 17	BEO	Daily reporting of any faulty fire doors and lights by front line staff.	Cleaning Manager & supervisors reinforced at team meetings.	
199	Apr-June 17	BEO	Issues regarding items left outside of baggage stores in store area.	Cleaning Manager & supervisors reinforced at team meetings to ensure Block Cleaners are proactive in reporting these items and arranging for their removal.	
198	Apr-June 17	BEO	Bike Amnesty taking place in Lauderdale and Thomas More Car Parks.	comment only	
197	Apr-June 17	BEO	Positive feedback received about new staff (Lobby Porters/Car park Concierge).	comment only	
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 in Garchey bay by Shakespeare HG not being progressed. Additional CCTV has been installed which is being monitored by the Estate Concierge. An update on Pros & mainly Cons has been provided to the Shakespeare House Group.	✓
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). New signage is currently on order.	

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2017-18

	<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. Outcome of this meeting should mean improved comms and better delivery of service. This will be monitored closely going forward	✓
204	Jan- Mar 2017	BEO	Recruitment proposed for new Property Services Manager. 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 - resident representatives required to volunteer to help determine the new contract.	There are 2 Volunteers from SLA Working Party (WP) to be involved in the new contract, review tender specification and to review tenders (Request for volunteers to receive thorough briefing prior). Officers meeting with City Procurement in August to review next stages with a view to have the new contract in place by April 2018.	

APPENDIX 4

SLA AGREEMENT REVIEW - MAJOR WORKS 2017-18

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
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.	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.	✓

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2017-18

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
165	Apr-Jun 17	BEO	Issue flagged by concerned residents about the spraying/use of weed killer in the private gardens.	Open Spaces have agreed to inform the BEO in advance of the spraying taking place. The BEO will then send this information out via the email broadcast system to Barbican Residents.	
164	Jan- Mar 2017	HG	Following non-residents gaining access to Speed House gardens and the Igloos, potential accessible areas being reviewed.	Works being carried out by Open Spaces for new planting on the back edge of this flower bed due to be completed in the Autumn.	
163	Oct - Dec 16	RCC Qs	BEO to review whether the old ironmongery grilles that was removed during the recent works by Speed Lawn, should be replaced.	Officers reviewing following growth of new shrubery covering the ironmongery grilles & Listed Building issues.	
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. Work due to be completed May/June 2017. Work has been completed and waterfall is operating correctly and lake circulation has been improved.	✓
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 and now awaiting options. April 17 - options received and being reviewed by Open Spaces.	

Appendix 6. Barbican KPIs 2017-18

Title of Indicator	TARGET 2015/16	TARGET 2016/17	TARGET 2017/18	ACTUAL 2016/17		APR-JUN 2017	JULY-SEPT 2017	OCT-DEC 2017	JAN-MAR 2018	PROGRESS AGAINST TARGET	SUMMARY	Actual 2017/18
Customer Care												
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	100%	100%		100%				😊	58/58	
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%	100%	100%		100%				😊	102/102	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		%				😊	0 complaints	
Repairs & Maintenance												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	95%	99.8%		100%				😊		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	95%	99.3%		98%				😊		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	95%	99.0%		98%				😊		

Title of Indicator	TARGET 2015/16	TARGET 2016/17	TARGET 2017/18	ACTUAL 2016/17		APR- JUN 2017	JULY- SEPT 2017	OCT - DEC 2017	JAN - MAR 2018	PROGRES S AGAINST TARGET	SUMMARY	Actual 2017/18
% 'Low priority' repairs (complete within 20 working days)	95%	95%	95%	98.2%		99%				☺		
Availability % of Barbican lifts	99%	99%	Tower lifts 99%	Tower lifts 99%		Tower lifts 98.43%	Tower Lifts %	Tower Lifts %	Tower lifts %	☹	Target missed by 0.57%. Lift in Lauderdale Tower was out of service for 2 days.	
			Terrace lifts 99%	Terrace lifts 98.9%		Terrace lifts 99.74%	Terrace Lifts %	Terrace Lifts %	Terrace lifts %	☺		
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	90%	96%		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 98.5%		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%				☺		

Title of Indicator	TARGET 2015/16	TARGET 2016/17	TARGET 2017/18	ACTUAL 2016/17		APR- JUN 2017	JULY- SEPT 2017	OCT- DEC 2017	JAN- MAR 2018	PROGRES S AGAINST TARGET	SUMMARY	Actual 2017/18
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	90%	100%		100%				☺		
Estate Management												
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	90%	90%	90%	94%		97%				☺		
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	80%	80%	80%	92%		92%				☺		
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	80%	80%	80%	84%		81%				☺		

Title of Indicator	TARGET 2015/16	TARGET 2016/17	TARGET 2017/18	ACTUAL 2016/17		APR- JUN 2017	JULY- SEPT 2017	OCT - DEC 2017	JAN - MAR 2018	PROGRES S AGAINST TARGET	SUMMARY	Actual 2017/18
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	80%	80%	80%	89%		97%				☺		
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%		n/a				☺		
Major Works												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	90%	95%		92%				☺	11 out of 12 graded the works as satisfactory or above.	
Short Term Holiday Lets												
Possible STHL reported to BEO because of noise or nuisance	NA	NA	NA	NA		2						

Actual 2017/18	SUMMARY	PROGRES S AGAINST TARGET	JAN - MAR 2018	OCT - DEC 2017	JULY- SEPT 2017	APR- JUN 2017		ACTUAL 2016/17	TARGET 2017/18	TARGET 2016/17	TARGET 2015/16	Title of Indicator
						0		NA	NA	NA	NA	STHL reported to BEO after being found on a website and being investigated
						2		NA	NA	NA	NA	STHL at Stage 1
						0		NA	NA	NA	NA	STHL at Stage 2