

APPENDIX 1

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

			<u>Appendix 1, Customer Care, Service Level Agreement 2017-18</u>		
	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
222	July-Sept 17	HO	Comments received from residents about the explanations sent out with the service charges not being sufficient.	Currently being reviewed by Leasehold Service Charge Working Party and Service Charge & Revenues Team.	
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. Any outstanding queries have been logged and will be covered in the Autumn FAQ.	
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.	
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.	

APPENDIX 1

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

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.	
			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>Appendix 2, Estate Management, Service Level Agreement, 2017-18</u>		
	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
208	July-Sept 2017	WP	Reminder on fire routes was suggested.	The weekly EBs will remind residents to check their fire routes and the BEO will update the Residents Information Pack as a future task.	
207	July-Sept 2017	WP	Ambulance points for emergency services.	When speaking to the call handler, who could be in any part of the UK; you will be asked for a postal address with the road where the incident is in and main road intersecting this. It is then looked up on a digital map to confirm. BEO are reviewing the original information in the Residents Information Pack and liaising with the Emergency Services to offer clear guidance.	
206	July-Sept 17	SLA	Cleanliness of Gilbert Bridge and other hotspots at the weekend	Information passed on to the Cleaning Supervisors for follow up and these areas are to be monitored while on duty at the weekend. (Residents are reminded to contact their Concierge or Porter if they need to report a particular issue at the weekend)	
205	July-Sept 17	BEO	Slight dip in KPIs for block cleaning.	Increased monitoring by Supervisors especially reporting issues related to private contractors working in the blocks	
203	July-Sept 17	BEO	New Interim Health & Safety Officer appointed started July 31st	Permanent post is being recruited in the Winter	✓
202	Apr-June 17	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.	FAQ being regularly distributed via email broadcast and easily viewable on the Barbican Estate Website. Outstanding FAQs being reviewed by BEO subject to current resourcing issues which are being reviewed.	

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2017-18

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	✓
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>Appendix, 3 Repairs & Maintenance, Service Level Agreement, 2017-18</u>		
	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
197	Jul-Sept 17	HO/BEO	New calling cards (for appointments & scheduled works) for some on-site Barbican contractors - does this need reviewing? Feedback from residents advises that some cards look like general maintenance flyers. Review inserting COL logo?		
196	Jul-Sept 17	PS	New procedure set up by new Property Services Team Manager (who manages Resident Engineer/Duty Manager team) to monitor works to balconies.	HOs will be able to view a shared directory sheet with details of ongoing works and the works schedules. Contractor has been asked to provide weekly schedules of planned work	✓
195	Jul-Sept 17	PS	Following retirement of Property Services Team Manager last month, replacement has been recruited. Recruitment for another Resident Engineer for a full team in due course.	For comment only	✓
194	Jan - Mar 17	SLA WP	Is the Lift Consultant contract due to be retendered soon?	Yes - this is scheduled for early 2018	
201	Oct-Dec 2016	BEO	Balcony Slabs - difficulty in sourcing.	Balcony slabs are being sourced & repurposed from Bernard Morgan House 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.	Meeting took place with City Procurement and has been agreed the Barbican R&M contract will be tendered separately from the Housing contract. 2 volunteers will be sought from the Asset Maintenance Working Party. Anticipated new contract commencing July 2018.	

APPENDIX 3
SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2017-18

APPENDIX 4

SLA AGREEMENT REVIEW - MAJOR WORKS 2017-18

			Appendix 4, Major Works, Service Level Agreement, 2017-18		
	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
154	Jul-Sept	HO	Paintcode information provided to House Officers by Property Services for redecoration works - some information incorrect	Being reviewed with Property Services officers with possibility of linking to Asset Maintenance software.	
153	Jul-Sept	HO	External redecoration work - feedback from residents about fire doors from flats being painted shut following external redecoration programmes	Policy on external redecoration on fire doors from Tower flats (and Bunyan and Ben Jonson north side) - does this need to be reviewed within the specification?	
152	Jul-Sept	PS	Internal redecoration works for 17/18 put on hold due to the possibility of front door replacement programme.	Communicated to the House Group Chairs only	
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.	The repairs contract project is being re-tendered following advice form City Procurement as there was only 1 tender submission which exceeded the consultants estimate. We are expecting to commence works, subject to satisfactory tender returns, in Spring 2018. The concrete repairs are not combined with Golden Lane (although they did go out to tender together).	

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2017-18

			<u>Appendix 5, Open Spaces, Service Level Agreement, 2017-18</u>		
	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
169	July-Sept 17	SLA	New City Gardens Manager made positive start and seems enthusiastic	Comment only.	
168	July-Sept 17	BEO	Comments from several Thomas More House residents regarding noise from lawnmower in the private garden.	New lawnmower has been acquired. The new one is much quieter which should hopefully help with noise for residents overlooking the private gardens.	
167	July-Sept 17	BEO	Barbican Centre currently working on Lakeside tiling - water levels have been dropped in order to carry out the works	Comment only.	✓
166	July-Sept 17	BEO	Open Spaces Supervisor has left the Barbican. Open Spaces currently recruiting for his replacement.	Comment only.	✓
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.	Anti-climb paint has already been re-applied to all the surrounding gates of Speed Lawn (including across the lake by the Wood St Bar). At the request of residents the bed from the GSMD to the Speed Lawn has been replanted to discourage people climbing over. As previous, the Barbican Estate urges residents who see people climbing in to contact the Local Car Park Concierge or Police at the time.	✓
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 shrubbery covering the ironmongery grilles & Listed Building issues.	

APPENDIX 5
SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2017-18

158	July-Sept 15	SURV	Is there sufficient investment in the large private gardens?	Being reviewed by the GAG in the first instance.	

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	PROGRES S 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%	100%			😊	70/70	
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%	100%			😊	71/71	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		%	100%			😊	3 complaints. Repair issues, roof costs & tree removal.	
Repairs & Maintenance												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	95%	99.8%		100%	99%			😊		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	95%	99.3%		98%	99%			😊		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	95%	99.0%		98%	99%			😊		

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%	98%			☺		
Availability % of Barbican lifts	99%	99%	Tower lifts 99%	Tower lifts 99%		Tower lifts 98.43%	Tower Lifts 92.77%	Tower Lifts %	Tower lifts %	☹	A fault with the reporting software was identified. On some occasions the lifts were in service but reported as out of service on the monitoring software. This has now been resolved. This was a software issue, not an availability issue and an adjustment for this quarter's KPI figure will be included next quarter	
			Terrace lifts 99%	Terrace lifts 98.9%		Terrace lifts 99.74%	Terrace Lifts 99.24%	Terrace Lifts %	Terrace lifts %	☺		

[illegible]

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 block cleaning - good and very good standard (& outstanding)	90%	90%	90%	94%		97%	86%			☹	14% were either satisfactory or needed improvement (see Estate Management SLA comment 205)	
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	80%	80%	80%	92%		92%	90%			☺		
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	80%	80%	80%	84%		81%	96%			☺		

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%	95%			☺		
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	n/a			☺		
Major Works												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	90%	95%		92%	n/a					
Short Term Holiday Lets												
Possible STHL reported to BEO because of noise or nuisance	NA	NA	NA	NA		2	0					

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
					1	0		NA	NA	NA	NA	STHL reported to BEO after being found on a website and being investigated
					1	2		NA	NA	NA	NA	STHL at Stage 1
					0	0		NA	NA	NA	NA	STHL at Stage 2