

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>
227	Oct-Dec 17	SLA	Email Broadcasts - can the style be looked at? Would sections work better?		
226	Oct-Dec 17	SLA	Group to consider using Basecamp for this Working Party.	To be considered	
225	Oct-Dec 17	BEO	Next round of Fire Risk Assessments due to commence in January 2018. These will be level 3 FRAs. November 2016 FRAs were level 1.	For comment only.	✓
224	Oct-Dec 17	RCC	Current Working Party structure is being reviewed by RCC.	On agenda for end of January RCC AGM to be held at the end of January.	
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 have been covered in the December FAQ.	✓
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	Thomas More House Group have asked for a central Information Point to be established	Complete. Now in Barbican Estate reception.	✓

APPENDIX 1

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

			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

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
213	Oct - Dec 17	SLA	Noticeboards. Notices can be up for a very long time and well past their expiry. Can this be reiterated to the cleaners to check them more frequently.	Reiterated to Supervisors	✓
212	Oct - Dec 17	SLA	Comments received that the temporary signage around the lake peapods and St Giles' Terrace are very tatty. Are they necessary? Can they be removed?		
211	Oct-Dec 17	BEO	Increase in graffiti on the Estate has been noted.	Barbican Estate Office have liaised with both Barbican Centre and CoL Community Safety Officers. Barbican Estate cleaning off any graffiti as soon as possible.	
209	Oct-Dec 17	BEO	Follow up balcony inspections were carried out on Gilbert House, Seddon House and John Trundle Court.	These blocks were visited again to see if items had been put back out and to see if any other balconies were blocked. Overall the result was good with very few items needing to be removed on this round of inspections.	
208	July-Sept 17	WP	Reminder on fire routes was suggested.	The weekly EBs will remind residents to check their fire routes.	
207	July-Sept 17	WP	Ambulance points for emergency services.	Following meetings with the London Ambulance Service (LAS) clear guidance is being drafted for all stakeholders including residents, Estate Concierge and the LAS. This will be distributed in February.	
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 being monitored whilst 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.	
202	Apr-June 17	BEO	Annual fire occupier/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. Latest FAQ was sent out on the email broadcast in December.	✓

APPENDIX 2
SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2017-18

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>
198	Oct-Dec 17	HO/PS	Monthly meetings with PS and HO to be re-introduced.	HOs to be kept up to date regarding unresolved issues, e.g. water penetration, work involving scaffolding which has been up for some time etc.	
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?	Contractors now have them.	✓
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. Completed.	✓
200	Apr - June 2016	BEO	Repairs & Maintenance (R&M) contract to be tendered - resident representatives required to volunteer to help determine the new contract.	Officer working group now set up led by new Property Services Manager who will be seeking 2 volunteers from the Asset Maintenance Working Party. Anticipated contract start date December 2018. Now being led by new R&M Manager (Klara Buzas).	

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>
157	Oct - Dec 17	SLA	Please ensure the Gardens are included within the Asset Maintenance schedule (regarding hard landscaping).		
156	Oct - Dec 17	HO	Property Services to provide a programme of works for damaged asbestos removal in communal areas. This to include accurate information regarding areas being worked on.	HO will be updated as to which blocks have been completed and can advise residents accordingly, as HOs have been receiving queries about this.	
155	Oct-Dec 17	BEO	External redecoration work for Brandon Mews and Willoughby House completed. Resident surveys due to be sent out in due course.	For comment only.	✓
154	Jul-Sept	HO	Paint code 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	HO	Asking for an update as to when the repairs to the balcony soffits, following the concrete testing, will be completed.	Following re-tender of the repairs concrete works second stage consultation was carried out in January 2018. We expect to commence works in late Spring 2018.	

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>
171	Oct - Dec	BEO	New Barbican Supervisor has started on site.	For comment only.	
169	July-Sept 17	SLA	New City Gardens Manager made positive start and seems enthusiastic	For 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.	✓
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 grills & Listed Building issues. No plans to replace.	✓
158	July-Sept 15	SURV	Is there sufficient investment in the large private gardens?	Being reviewed by the GAG in the first instance. Survey sent out in Nov/Dec 2017 re Speed Lawn. 83 responses received. No mandate for large project but lots of support for smaller investment in planting and play equipment. Further analysis being carried out by GAG who will then consult widely with the Estate.	✓

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%	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%	100%		100%	100%	100%		☺	113/113	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		%	100%	100%		☺	3 complaints.	
Repairs & Maintenance												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	95%	99.8%		100%	99%	99%		☺		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	95%	99.3%		98%	99%	99%		☺		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	95%	99.0%		98%	99%	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
% 'Low priority' repairs (complete within 20 working days)	95%	95%	95%	98.2%		99%	98%	99%		☺		
Availability % of Barbican lifts	99%	99%	Tower lifts 99%	Tower lifts 99%		Tower lifts 98.43%	Tower Lifts 92.77%	Tower Lifts 99.57%	Tower lifts %	☺		
			Terrace lifts 99%	Terrace lifts 98.9%		Terrace lifts 99.74%	Terrace Lifts 99.24%	Terrace Lifts 98.86%	Terrace lifts %	☹	KPI missed by 0.04%	
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	90%	96%		91%	82%	77%		☹	Estate office is currently one Resident Engineer short since early September 2017 (219 out of 285 lights met 5 working day target)	
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 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%	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%	100%	96%		☺	27 out of 28 lights met 5 working day target	
Estate Management												
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%	89%		☹	33/37 inspections	
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%	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
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	90%	95%		92%	n/a	Willoughby 100% Brandon Mews 75%			Willoughby 9/148 Brandon Mews 8/26 response rate	
Short Term Holiday Lets												
Possible STHL reported to BEO because of noise or nuisance	NA	NA	NA	NA		2	0	0				
STHL reported to BEO after being found on a website and being investigated	NA	NA	NA	NA		0	1	0				
STHL at Stage 1	NA	NA	NA	NA		2	1	0				
STHL at Stage 2	NA	NA	NA	NA		0	0	0				