

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>
232	Jan -Mar 18	BEO	New lease enforcement protocol as approved by BRC in March distributed to residents via bulletin, leaseholder letter & website. Updates on number of cases being progressed to be included in KPIs starting quarter April to June 2018.	For comment only	✓
231	Jan -Mar 18	BEO	Website being updated by new communications officer.		
230	Jan -Mar 18	BEO	Landlord's Approval process has been amended to ensure the integrity of the building is maintained, during and after leaseholders carry out alterations. Updated residents via bulletin, leaseholder letter & website.	For comment only	✓
229	Jan-Mar 18	BEO	New House Officer - there will be a communications plan for introducing the new member of the team.	For comment only	✓
228	Jan-Mar 18	BEO	New Communications Officer has started, to improve standards of communications and to manage the information being given to the BEO for distribution. Data protection issues also have to be addressed. Comms Officer will work solely for BEO - mainly SC but some Landlord projects.	Good feedback already received, and has taken a considerable amount of work off the HO's shoulders which gives them more time for service issues.	✓
227	Oct-Dec 17	SLA	Email Broadcasts - can the style be looked at? Would sections work better?	This is being worked on by the new Communications Officer. Feedback from SLA WP is that its greatly improved - better content, style and design.	✓
226	Oct-Dec 17	SLA	Group to consider using Basecamp for this Working Party.	To be considered. Mixed feedback from group. To review post RIP and SLA.	
224	Oct-Dec 17	RCC	Current Working Party structure is being reviewed by RCC.	At RCC AGM in January it was agreed that all Working Parties (WP) remain. The Underfloor Heating WP to review new Member Chair, Terms of Reference & liaise with PS officers regarding projects & meetings.	✓
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.	Draft SLA booklet being finalised by BEO & to be presented by our communications officer via basecamp (web based discussion forum) to the SLA WP in May.	

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220	Apr-June 17	BEO	2017 Residents Survey on hold due to other priorities & resourcing issues.	Anticipated to be distributed in May 2018.	✓
215	Jan-Mar 17	BEO	BEO to compile a list of routine articles for the bulletins.	Communications Officer has begun to compile this list for schedule of regular articles.	✓
			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
220	Jan - Mar 18	Hos	Cleaning Standards of both podium and the blocks have been a concern this quarter. Partially, this has been due to the bad weather we have experienced.	House Officers working with Cleaning Manager to see an improvement in the next quarter.	
219	Jan- Mar 18	COM	Following the recent Barbican Centre tunnel event, the BEO should review staffing levels across the estate (particularly the Towers) to ensure they provide adequate protection in terms of Security, for future events.	Only one complaint received from a resident. No issues in either tower. BA to feedback to BC in Lessons Learnt exercise.	
218	Jan - Mar 18	RCC Qs	Garchey Bay area is being used by a commercial tenant for their food waste. There have been some issues with collection and some bags have burst.	The BEO has spoken with the tenant concerned, who is struggling with their private waste collection service at the moment and have asked they be more proactive in ensuring it's collected in a timely fashion. The BEO is monitoring.	
217	Jan - Mar 18	BEO	Review of balcony/fire escape routes inspection process.	Officers have reviewed the method by which the inspections are carried out ensuring office cover and staff availability.	✓
216	Jan - Mar 18	AGM	Bins in private gardens - comments received about possibility of locating them closer to the exit points. Also if the bins could have lids to prevent spillage and that they are emptied as part of the weekend cleaning duties.	For discussion. Cleaning Manager is pursuing. Comment came about due to problems with foxes pulling food waste from bins.	
214	Jan - Mar 18	BEO	Window Cleaning Monitoring.	Block Inspection Reports not being received by Window Cleaning Manager - All House Officers to ensure reports are received so they can pick up on any issues not raised directly	
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?	BEO currently reviewing location, volume & quality of signage. Signage to be put in place to be discreet, permanent and professional. Not a deluge though!	
211	Oct-Dec 17	BEO	Increase in graffiti on the Estate has been noted.	BEO have liaised with both Barbican Centre and CoL Community Safety Officers. BEO cleaning off any graffiti as soon as possible.	✓

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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.	Bulletin to 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 produced for all stakeholders including residents, Estate Concierge and the LAS distributed via bulletin & leaseholder letter. Paper copy also went to all properties and all external addresses.	✓
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). On-going and still being monitored.	
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?	Signage is now in-situ. BEO will monitor to see if this effective.	✓

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>
200	Jan - Mar 18	SLA	Customer Service issues with VFM and Community Vision. Slow to recognise when it's a block or estate issue.	Been progressed via Property Services in order to obtain a clear protocol & response times for residents which will be presented via our bulletin.	
201	Jan - Mar 18	RCC Qs	VFM installation to 7th floor of Bryer Court.	Installation of cabling now completed. VFM contacting original interested parties on 7th floor to ascertain if they would like to access their services.	
202	Jan - Mar 18	HO/PS	Repairs & Maintenance (R&M) contract (anticipated contract start date December 2018). First stage consultation letters sent to residents in March. Officer working group now set up led by new Property Services Manager who will be seeking 2 resident volunteers from the Asset Maintenance Working Party.	Brief, timeliness to be provided to Asset Maintenance Working Party in order to seek 2 resident volunteers for the working group.	
203	Jan -Mar 18	HG/BEO	Some House Groups have requested more specific data about their lifts (i.e. outages).	This can be organised by the House Officers upon request.	✓
204	Jan -Mar 18	HO/PS	Changing of light bulb KPI still an issue	New member of staff is now in post. House Officers hope to see an improvement this next quarter.	
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.	✓

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

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>
158	Jan- Mar 2018	BEO	Thomas More House redecorations are going well and very good feedback received at the AGM. Comments include " very happy with the preparation of surfaces and the contractors behaviour".	For comment only.	✓
159	Jan- Mar 2018	BEO	Landlord's work to the roof at Mountjoy House has commenced & is expected to be completed in May.	For comment only. Project has been extended. Mountjoy residents have been informed.	✓
157	Oct - Dec 17	SLA	Please ensure the Gardens are included within the Asset Maintenance schedule (regarding hard landscaping).	This has been passed on to the lead officer of this Working Party	✓
156	Oct - Dec 17	HO	PS to provide a programme of works for annual asbestos checking (and possible encapsulation/removal) programme in communal areas. This to include accurate information regarding areas being worked on and why it is being worked on.	House Officers have met with contractors and PS to discuss communications protocol, notice etc. This programme is expected to begin in May. House Officers are satisfied that the new protocols should alleviate the problems experienced just after Christmas 2017.	✓
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) - being reviewed by PS.	
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	Is there 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. New timeline of events is: April 2018 - contractor appointed, June 2018 - works commence, May 2019 - works completed.	

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>
173	Jan- Mar 18	AGM	Sculpture Court planters were criticised recently as they are in need of repair and planting issues need to be addressed - residents comments from AGM.	Comments have been passed to the GAG. (planters were installed by United House and now the responsibility of BEO).	
172	Jan-Mar 18	BEO	Photograph of the Barbican Gardening Team to be included in the bulletin.	Completed April.	✓
171	Oct - Dec 17	BEO	New Barbican Supervisor has started on site.	For comment only. Many positive comments received about the impact he has made on the gardens and the team.	✓

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%	100%	☺	34/34	
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%	100%	☺	120/120	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		%	100%	100%	100%	☺	0 complaints.	
Repairs & Maintenance												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	95%	99.8%		100%	99%	99%	99%	☺		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	95%	99.3%		98%	99%	99%	98%	☺		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	95%	99.0%		98%	99%	96%	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%	99%	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 99.88%	☺		
			Terrace lifts 99%	Terrace lifts 98.9%		Terrace lifts 99.74%	Terrace Lifts 99.24%	Terrace Lifts 98.86%	Terrace lifts 99.10%	☺		
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	90%	96%		91%	82%	77%	73%	☹	Still some resourcing issues in the Resident Engineer team. (241 out of 329 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 100% Partial 96.84%	☺		
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%	97%	☺	33 out of 34 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%	83%	☹	30/36 inspection - issues in certain blocks have led to Improvement Plans being initiated with certain cleaners	
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%	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%	N/A		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	0			
STHL reported to BEO after being found on a website and being investigated	NA	NA	NA	NA		0	1	1	1			
STHL at Stage 1	NA	NA	NA	NA		2	1	0	1			
STHL at Stage 2	NA	NA	NA	NA		0	0	0				