

Department of Community and Children's Services

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Director of Community and Children's Services



All Residents
Golden Lane Estate
EC1Y

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Date 11 January 2016

Dear Resident

Service Level Agreement

You may be aware we have been reviewing the Service Level Agreement for Golden lane Estate. This Service Level Agreement was last updated in January 2013.

Following your comments, representatives from GLERA, independent residents and I have met to discuss your comments. The wording of changes have now been finalised on your behalf.

I have attached a list of all the final changes.

As you can see, these changes do not take anything away from the previous document but strengthens and provides greater clarity in many cases.

This Service Level Agreement will now be updated and reproduced with these changes.

We will again undertake a full review of this document in two years' time.

If any changes are deemed necessary before this time, we will of course consult and seek your views.

I would like to thank everyone who have been involved in the review of the Service Level Agreement and who have sent comments or made observation on the proposed changes.

Yours sincerely

Laurence Jones
Estate Manager

Service Level Agreement

Agreed Changes Jan 2016

Page Number	Paragraph/Index	Existing Wording	New Wording
Page 4	Final Para	The estate staff consist.... cleaning staff	The estate staff consists of an Estate Manager, one Estate Officer, one Customer Service Officer and porter/cleaning staff.
P5	2.1 line 4	Level and type of	Level and type of services managed or delivered by the estate office.
P5	2.1	New addition at end of paragraph	Services delivered by other parts of the housing department have their own defined performance measures.
P5	2.2	The three principle roles ... the Estate Officers and the Area Manager.	The principle roles ... the Estate Officer, the Customer Service Officer and the Area Manager.
P6	2.2 para 3	The estate officer is supervised	The estate officer and Customer service officer are supervised
	2.3	Fax: 0207 253 5426.	E-mail address: goldenlane@cityoflondon.gov.uk
P6	2.5 para 2	This will be achieved by sending dedicated estate newsletters in Summer and Winter and Your Homes in Spring and Autumn.	This will be achieved by sending dedicated estate newsletters four times a year, usually in March, June, September and December
P6	2.5 para 3will be posted online by using the Golden lane websitewill be posted online by using the Golden Lane website and the City of London social media channels.
P8	2.10 para 1	Comply with the timescales in the City of London's formal complaints procedure	Comply with the timescales in the City of London's Housing Complaints Procedure,
P8	2.12	Closed Circuit Television (CCTV) is in place along the service road below Crescent House to maintain security of the area.	Closed Circuit Television (CCTV) is in place along the service road below Crescent House and at certain locations around the estate to maintain security of the area.
P13	4.1	Appropriate advice and through the Golden Lane Estate Office and the Technical Services Department	Appropriate advice and information services through the Golden Lane Estate Office and Property services

Page Number	Paragraph/Index	Existing Wording	New Wording
P16	Row 6 Standard column	Log of inspections maintained; Log of issues found.	Log of inspections maintained; Log of issues found. Doors closing and/or locking securely
P17	Row 5 Standard column	Disinfect	Grime and dirt free and disinfected
P17	Row 8 Activity column	Disinfect external door handles that face disposal chutes	Door handles will be grime and dirt free and disinfected.
P18	Row 1 Activity column	Deep clean internal and external lift ...	Clean internal and external lift.
P18	Row 1 Frequency column	weekly	Change to - Clean weekly. Polish weekly. Deep Clean and polish quarterly.
P18	Row 8 Activity column	Unblock drain gullies pipes and gully covers	Clean to unblock drain gullies pipes and gully covers
P22	Final line	See Technical Services Service level Agreement	Please see Repairs and Maintenance performance measures
P23	Final line	See Technical Services Service level Agreement	Please see Repairs and Maintenance performance measures

New insert Page 16

Risk assessment	Daily	All corridors and landings are free from hazardous materials. All fire doors are closing securely
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New Insert Page 18

Check all external entrance and exit security doors	Daily	Firmly closing and lock engaging without assistance.
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All references to Resident Services Manager (RSM) to be replaced by Estate Manager (EM)