

Service Level Agreement between Quadron and RBK Housing April 2015

1. A regime of inspections jointly attended by Quadron and RBK (Estate Managers) are scheduled and carried out to include
 - i. Monthly joint inspections
 - ii. Quarterly inspections to include assessment of overall progress
 - iii. Dates to be publicised for residents who wish to attend and to include members and other stakeholders as appropriate
2. Inspections are carried out according an agreed set of criteria to ensure that residents are aware of what to expect and when particular work will be carried out. This will include the following elements being published online:
 - i. an updated copy of the Specification of Scheduled Works
 - ii. photos of what constitutes a 'good' standard for each type of work
 - iii. maps of each estate detailing communal areas to be maintained
 - iv. summary of inspection results made available quarterly
3. The inspection rota should be planned so that an agreed list of housing sites are covered on a regular basis.
4. Additional joint work between Quadron and RBK will define and document the maintenance outcomes that are expected at each specific Housing site. For example: improved maps and guidance produced to ensure that Quadron Operatives are clear on which areas of the estates they are meant to be tending to and the Works Timetable should be updated to reflect this
5. Residents are offered training to independently scrutinise the work carried out by Quadron.
6. The contract with Quadron is ¹reviewed annually to ensure that the specification for housing is updated.
7. The Lead Officers for Housing Operations should attend the monthly Quadron contract meeting to ensure any issues are escalated and dealt with as they arise.
8. Publicity should be sent to residents reminding them of the need to respect the environment and to ensure that their actions do not result in the degradation of communal areas

¹ Housing RBK/QLS SLA presented to Partnership Board April 14th 2015