



**Middlesex Street Estate Service Level Agreement**

**City of London Corporation**

**May 2023**

# 1 Introduction

This Service Level Agreement has been jointly drafted with representatives from the Middlesex Street Estate Residents Association, Petticoat Square Leaseholders Association and the City of London Corporation. It has also been circulated to all the residents of the estate for comment before this final version has been adopted and shared. There is a list of key contact details provided as section 9 of this document, or you can visit the City Corporation's dedicated webpage for Middlesex Street Estate. [Middlesex Street Estate - City of London](#).

We hope this document gives you a good understanding of what you can expect as a resident on the estate. Your responsibilities as a tenant or leaseholder are laid out within your tenancy agreement or lease.

## 1.1 Middlesex Street Estate amenities

For the purpose of this document, we want to be clear what the Middlesex Street Estate consists of, including the amenities. Middlesex Street Estate is in the Portsoken ward of the City of London and comprises of Petticoat Tower, with 88 flats over 23 floors, and Petticoat Square, with 146 properties surrounding the landscaped podium area. There is also a playground and ball cage area, as well as car parking facilities, storage sheds and two guest flats available for residents to rent through the Estate Office.

# 2 General

## 2.1 What is a Service Level Agreement?

A Service Level Agreement is a 'living' document that is reviewed regularly that describes the minimum performance standards a provider promises to meet while delivering a particular service to its customers. In this case it describes and summarises the level and type of service you can expect from the Department of Community and Children's Services as your landlord at Middlesex Street Estate. Links to full policies or further reading for more information and detail have been provided where appropriate. This document will be reviewed formally every two years but amendments may be made in between reviews depending on residents' changing priorities. Changes to the level of service could lead to a corresponding increase or decrease in cost.

## 2.2 Housing staff structure

Housing Structure chart is attached to this SLA.

## 2.3 Middlesex Street Estate Office

The City Corporation is committed to maintaining a presence within the Middlesex Street Estate Office. The current office hours are

Monday to Friday 8am – 4pm

Phone: 020 7247 4839

E-mail: [MSE@cityoflondon.gov.uk](mailto:MSE@cityoflondon.gov.uk)

The office team will normally consist of a Resident Services Officer, an Estate Supervisor and a Customer Service Officer.

Due to the location of the Estate Office, the Artizan Library team provide a reception and first point of contact service for residents.

## **2.4 Repairs**

As your landlord the City of London is responsible for effectively maintaining communal areas and inside your home (our fittings). Tenants are responsible for their own fittings or improvements that have been made within their home. The City Corporation is not responsible for repairing or replacing any item that has been damaged on purpose or neglected. If we carry out works which we are not obliged to do, the cost of such work will be recharged to the tenant and is called a rechargeable repair. To raise a repair you can use any of the below, or visit the Estate Office.

Phone - 0800 035 0003 - 24 hours, seven days a week.

All faults can be reported between 8am - 5pm.

Email - Property Services team [propertyservices@cityoflondon.gov.uk](mailto:propertyservices@cityoflondon.gov.uk)

## **2.5 Out of Hours Emergency Service**

Housing Repairs Line – 0800 035 0003

All faults can be reported 8am-5pm Monday to Friday

Emergencies ONLY can be reported any time outside these hours. Depending on priority, repairs should be resolved in reasonable time as stated in part 5 of this document.

Housing Estates Out of Hours Duty Line – 020 7256 6583 For URGENT estate issues (not repairs) outside office hours.

Available Monday – Friday 4pm-8am, all weekend and public holidays.

## **2.6 Communication**

Offer transparency at all times, of all procedures, with ease of access, in accordance with the Freedom of Information Act 2000, to all relevant information.

## **2.7 Correspondence (including emails)**

Answer letters and emails with a full and satisfactory reply, with suitable urgency and within 10 working days. If not possible to provide a full reply within 10 days, ensure an update is provided.

## **2.8 Telephone calls**

Respond to telephone calls courteously and promptly. Provide a full response where possible or arrange for the appropriate person to contact the caller within at least one

working day. Provide a full response within 10 working days. If not possible to provide a full response, ensure an update is provided.

## **2.9 Visitors to the estate office**

Visitors are welcome at the Middlesex Street Estate Office during opening hours, by visiting the Artizan Street Library and asking for the estate office. We will provide a welcoming, well-kept and clean environment for visitors to the estate office. Staff will provide a helpful and courteous service to all visitors promptly. However, for some queries it may be worth arranging an appointment in advance with the appropriate staff member by contacting the estate office first.

## **2.10 Estate inspection**

The City Corporation aim to carry out safety and standards inspections for all blocks and grounds of the estates on a monthly basis, carried out by the Estate Supervisor. The inspections cover all communal areas and are designed to focus on identifying any hazards, repairs, and anti-social behaviour so that these can be recorded and actioned as required. The inspections also provide the inspector with a tool to grade each element of a block or area in line with the estate services standards, and these grades provide an overall percentage assessment score. Details of the scores and assessments can be found at the Estate Services webpage [Estate Services - City of London](#) and also as a summary on noticeboards across the estate.

Additionally there will also be walk-about arranged quarterly which residents can attend. Details of the dates can be found online and on noticeboards.

## **2.11 Complaints**

If residents are unhappy with the service they have received from the City Corporation they are directed to speak with their local estate team in the first instance to see if they can resolve the issue. The option of contacting an independent mediator is also an option before submitting a Stage 1 complaint. This should be done before submitting a Stage 1 formal complaint. If residents remain unsatisfied then they can submit a formal complaint, as per the Complaints Procedure. In responding to any formal complaint, the City Corporation will comply with the timescales in the City Corporation's formal Complaints Procedure and when applicable, meet the following standard for complaints.

- To provide residents with information about our complaints service in a variety of formats
- If we do not accept a complaint, we will explain the reasons why
- Use plain language and make clear the outcome of the complaint
- Acknowledge a complaint within 2 working days
- Provide a response at Stage 1 of our process within 10 working days
- Provide a response at Stage 2 of our process within 20 working days of the complaint being escalated
- When we offer a remedy, we will set out what we intend to do and the timescales
- If we decide not to escalate a complaint, we will provide an explanation

To make a complaint, please use the following contact details.

- By email: [housing.complaints@cityoflondon.gov.uk](mailto:housing.complaints@cityoflondon.gov.uk)

- By post: Housing Complaints, Barbican Estate Office, 3 Lauderdale Place, London, EC2Y 8EN.
- By phone – 020 7332 3793 or 3014. (A summary of your complaint will be sent to you for you to sign. Your complaint cannot be acknowledged until we have received a signed copy, confirming the details of your complaint.)

Please give your name, contact details and the name of your estate.

## **2.12 Residents' Associations**

The Middlesex Street Residents Association (MSERA) is open to all residents and holds regular meetings designed to represent the interests of tenants, resident leaseholders and private tenants on the Estate:

Email: [contact@msera.net](mailto:contact@msera.net)

Website: <https://msera.net>

The Petticoat Square Leaseholders Association (PSLA) is made up of long leaseholders from both the Square and Tower, and provides a forum for discussion on service charges, lease renewal and other topics of interest.

Email: [contact@psla.org.uk](mailto:contact@psla.org.uk)

Website: <http://www.psla.org.uk>

## **3 Customer care, supervision and management**

The City of London Housing Division recognises that residents are its customers and is committed to delivering a high quality and responsive housing and estate management service. The City Corporation will achieve this through.

- employing appropriately skilled and trained staff and managing their work in accordance with City of London standards and procedures
- robust performance monitoring systems
- the provision of appropriate facilities
- procurement and management of services
- efficient administrative and accounting services
- effective planning, scheduling and prioritisation of works.

Customer care, supervision and management services are grouped under the following 5 headings:

### **3.1 Resident services**

The services here listed are just an indicative guide to some of the services offered by the RSO and CSO on the estate and are not meant to be exhaustive. RSOs lead on helping residents with housing related issues, essentially anything relating to residents home or

tenancies. These staff will also promote resident involvement and engagement, for example supporting the work of Residents' Associations on the estate.

Some of the resident services include:

- Appropriate advice and information services through Middlesex Street Estate Office and the Property Services Department
- Administering temporary Car Parking Permits for residents and their visitors. Reconciling and banking of monies associated with this function in accordance with financial regulations
- Management of block key cards
- Reciprocal responsibility re communication to residents around changes to services and property management

### **3.2 Buildings management**

This includes:

- Estate inspections
- Providing a secure estate and controlling access
- Surveying services (works and services costs are included in the relevant Service Level Agreements)
- Procurement and management of contracts (works and services costs are included in the relevant Service Level Agreements)
- Estate based contracts should be within this Service Level Agreement, for example the lift maintenance contract; City wide contracts should be covered elsewhere, for example rubbish collection.
- Asset management, which covers all buildings, communal areas and property owned by the City Corporation.

### **3.3 Financial management**

The City Corporation is responsible for overall management of the revenue and capital finances associated with the management of the Residential Estate including revenue collection, audit and payments.

## **4 Estate management**

### **4.1 General cleaning services**

#### **Middlesex Street Cleaning Schedule**

##### **Daily**

- Sweep and mop entrance lobbies
- Sweep and mop Lifts and wipe down cars
- Disinfect high contact surfaces (Lift button, door handles etc)
- Sweep and remove litter from landings & stairwells
- Wash & Disinfect bin chambers
- Remove bulk waste

##### **Weekly**

- Wipe down doors and framework
- Sweep and mop communal landings

- Spot clean walls
- Dust light fittings
- Check fire escape balconies
- Cobweb control
- Wipe over bin chute hoppers

### **Monthly**

- Clean door & windows
- High level dusting and cleaning
- Clean light fittings
- Clean bin chute hoppers
- Deep clean/polish lift cars
- Clean lift runners

### **As required**

- Clean spillages
- Remove hazards
- Unblock bin chutes
- Delivery of City Corporation communications estate post

## **4.2 Window cleaning services**

Window cleans in communal areas are carried out quarterly. Abseil/high rise cleans twice a year. Tenant and leaseholder responsibility is included in your tenancy or lease.

## **4.3 Communal heating and hot water**

The estate is furnished with a communal heating and hot water system. The heating system, installed in 2023 will be turned on constantly, with greatly reduced noise levels emitted from the plant room. Residents will have complete control over their own system and billing will be managed through the Housing Service.

In terms of maintenance, for heating and hot water, the contract is with TSG through the Fusion Framework.

Below are example response timescales for responsive repairs. In the absence of Member timescales suppliers are expected to adhere to the below.

- Visit to make safe within 2 hours - Any health, safety or welfare issue, fumes, water leak (uncontrollable flow)
- Attend and complete in 6 hours – No heating, no hot water, system pressure loss
- 2 days – instruction on use of system
- 5 days - Partial loss of heating, Partial loss of hot water, Faulty heating controls, Faulty hot water controls, Noisy system, Overflow pipe dripping, Refitting radiator, Resident damage / misuse (rechargeable), water leak (minor), resetting controls
- 6 days - Replacement of any nonessential part

## **4.4 Lift service and maintenance**

For lifts, the fully comprehensive contract is with Guideline and the maintenance schedule is detailed and comprehensive. For the purpose of this SLA some relevant highlights are below.

The Contractor shall operate and include for a continual twenty-four hour, 365 days a year call out, breakdown and repair service and shall attend as and when so required by the City. All calls registered direct to the Contractors staff or through the Contractor's call out desk and shall be responded to promptly. For emergency repairs, staff shall attend the call within one hour during the City normal working hours of 8.00 am – 18.00 pm weekdays and two hours at other times. All calls registered direct to the Contractors staff or through the Contractor's call out desk and shall be responded to promptly.

#### **4.5 Security services**

The City Corporation currently operates a patrols service using an external contractor, for the reassurance of residents and to ensure that any identified issues of anti-social behaviour are reported and dealt with. The patrol officer will visit the estate multiple times every week, at different times of day, including evenings and weekends. Residents are encouraged to report any issues of anti-social behaviour to the estate office (or to the Police in an emergency), or they may report their concerns to the patrol officer if they see them on site. For out of hours noise issues that may be deemed anti-social behaviour issues please contact the City of London Pollution Control Team on 020 7606 3030.

#### **4.6 Recycling**

Twice weekly doorstep collection on Tuesdays and Fridays. Recycling bags are available to residents on request from the reception at Artizan St Library. There is also a twice yearly drop to all properties. There are also recycling bins available in the ground floor car park for larger items such as boxes which will not be collected from the doorstep.

#### **4.7 Gas leaks**

Gas Leak - Normally reported to National Grid on 0800 111 999

#### **4.8 Performance monitoring and reporting**

The City of London Housing Division publishes an Annual Report to all residents which details overall performance on a range of areas, including repairs, complaints, resident satisfaction and estate services. The City also conducts an annual Resident Satisfaction Survey to monitor resident opinion on various services it provides to residents. Individual estates are monitored for cleanliness and communal repairs as part of the new Estate Standards programme.

### **5 Property maintenance**

The City Corporation through its repairs partnership will provide a general diagnostic and repair service for the fabric and common parts of the residential areas of Middlesex Street Estate. The services provided fall into the broad categories of planned maintenance or repairs and maintenance and will be delivered by staff employed directly by the City Corporation or by contractors approved by the City Corporation and the Residents.

The objective of the service is to provide an effective property maintenance service by maintaining the high amenity of communal areas, safe and reliable lift services, a safe and hygienic waste disposal system and ensuring that all installations and equipment are maintained and conform to current safety standards and legislation.

Planned maintenance programmes will include, but are not confined to:



- yearly inspections of electrical installations
- annual testing and inspections of fire and safety equipment
- monthly inspections of all cold-water storage tanks in common parts
- asbestos management in common parts

## 6 Major Works

Major works projects are large-scale repairs such as window replacements, lift renewals, fire safety improvements and communal redecorations. The City Corporation is responsible for completing these works and will normally complete a tender exercise to appoint a suitable contractor to carry out the required works.

Major works projects require extensive organisation before the works start, which will be coordinated by a Project Manager in the Housing Division's Major Works Team. Further information is available on the Major Works team website

<https://www.cityoflondon.gov.uk/services/housing/major-works-programme>

Each project is different in terms of cost and duration, however the key stages are normally:

### 6.1 Initial planning

Most major projects are scheduled several years in advance. They are planned based on many factors, such as repairs history, time since the last replacement or renewal, the age of relevant components and health and safety requirements (for example fire safety regulations).

Surveys and inspections will be carried out to define the scope of the works, plus an estimated cost. Depending on the size of the project, we may hold residents' meetings or other consultation events to outline our plans.

If the cost of the works is recoverable in part from long leaseholders and meets the threshold for statutory consultation under Section 20 of the Landlord and Tenant Act (1985), a notification of intention to carry out works will be sent to leaseholders setting out the general scope of the works proposed and inviting observations.

### 6.2 Detailed designs and approvals

Detailed plans for the project will be set out and a contractor engaged to complete the works. Any required planning permission and other consents will also be applied for.

We will inform residents of the plans and carry out any required consultation, as well as publishing information about the works so residents can provide their views.

At this time, again subject to the qualifying criteria, we will also carry out a further stage of Section 20 consultation with leaseholders, with a notice of the estimated costs presented for comment.

### 6.3 On-site work

The Project Manager and their team will work with the appointed contractor to manage the work once it starts. 'Meet the Contractor' events will be arranged as appropriate to formally introduce contractors to residents and vice versa. Larger projects may have a designated Liaison Officer from the contractor, to respond to residents' queries and liaise with them to arrange access if that is required. The Major Works team may also utilise a Clerk of Works to ensure that the quality of both materials and workmanship meets the required standard.

The estate team will also play a role in providing information to residents and relaying any questions or concerns to colleagues in the Major Works team.

Major works are subject to rules about noise, pollution and working times. These are agreed at the outset and enforced by the City Corporation's Pollution Control Team.

#### **6.4 Completion**

Once the work is finished, checks will be made to ensure it is satisfactory and meets the required standard agreed with the contractor and others (for example, planning and building control colleagues).

We will monitor the work during the period of any guarantee or warranty.

### **7 The cost and basis or charging for services**

The services covered by this Service Level Agreement are charged for in accordance with both general statutory regulations and the specific terms set out in the Tenancy Agreement or Lease for each property. The overriding principle for calculating each service charge will be they are "reasonable".

The City Corporation should be able to demonstrate that their charges are reasonable, represent value for money and provide residents with an agreed and appropriate level of service. Charges should be subject to review on a regular basis and such review shall also take into account the level of resident satisfaction with the service provided.