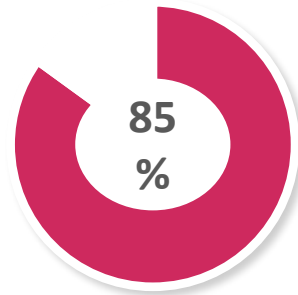


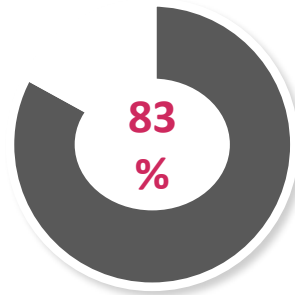
# Housing Repairs Customer Service

% of Repairs Telephony Customer Satisfaction



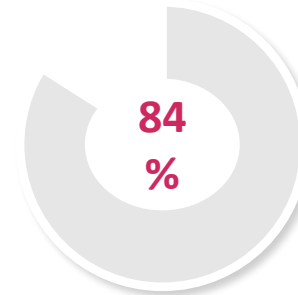
RFT CSAT

FY 23-24 the Customer satisfaction for Day-to-day repairs has remained at a steady 85%



M&E CSAT

FY 23-24 the Customer satisfaction for M&E is at 83% overall for contractors BTU, GEM, Openview and Apex

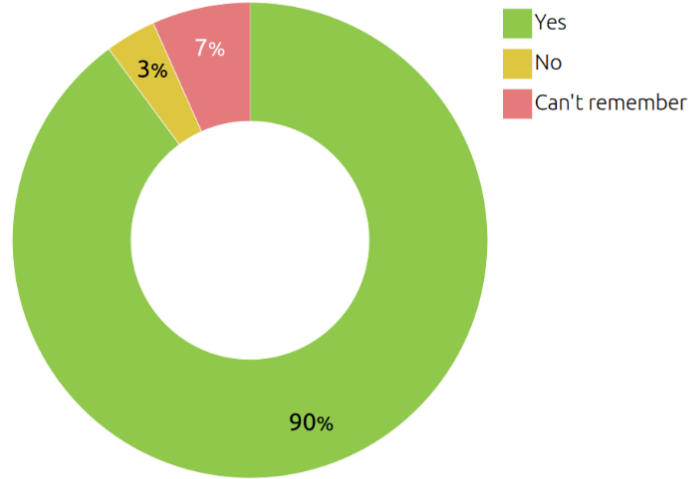


Voids Repairs CSAT

FY 23-24 the Customer satisfaction for Voids repairs is at 84%

### Customer Service Officer Was Polite

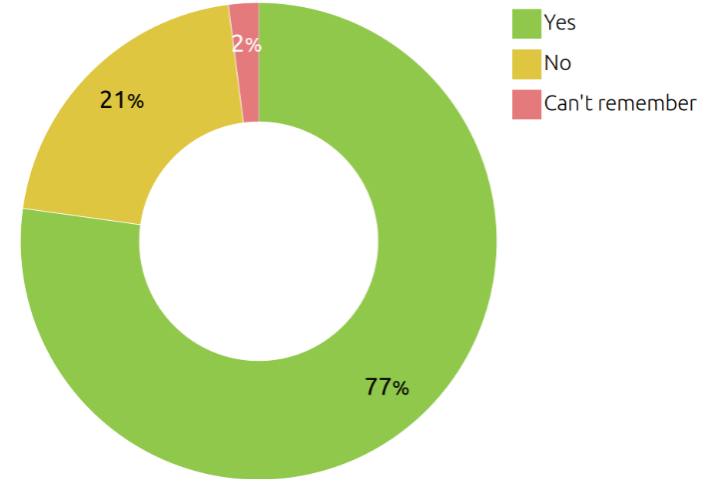
Percentage of 4085 Respondents



Filtered by Reporting Month Between April 2023 and March 2024

### Given Appointment Slot Wanted

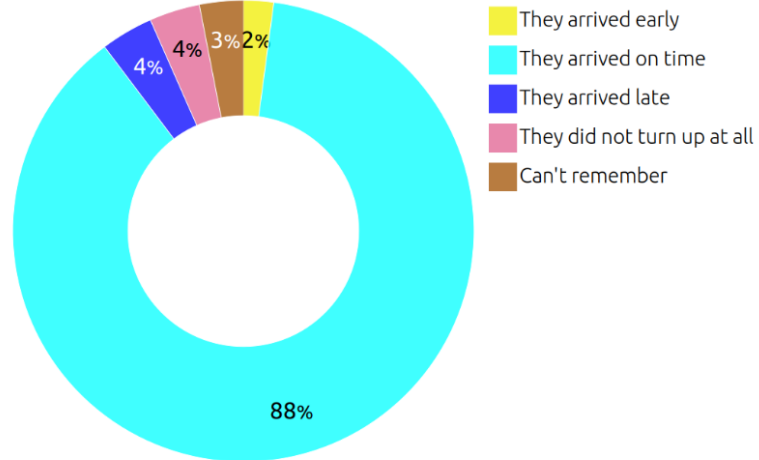
Percentage of 5786 Respondents



Filtered by Reporting Month Between April 2023 and March 2024

### Tradesperson Arrived On Time

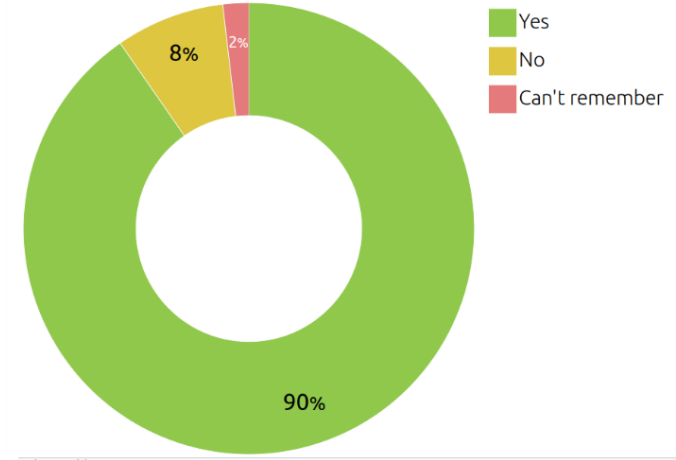
Percentage of 5873 Respondents



Filtered by Reporting Month Between April 2023 and March 2024

### Camden Sent Right Type Of Tradesperson

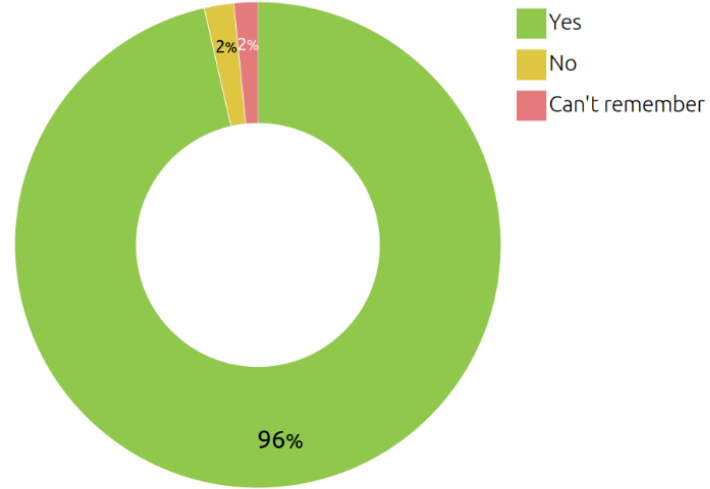
Percentage of 5769 Respondents



Filtered by Reporting Month Between April 2023 and March 2024

### Tradesperson Was Polite & Friendly

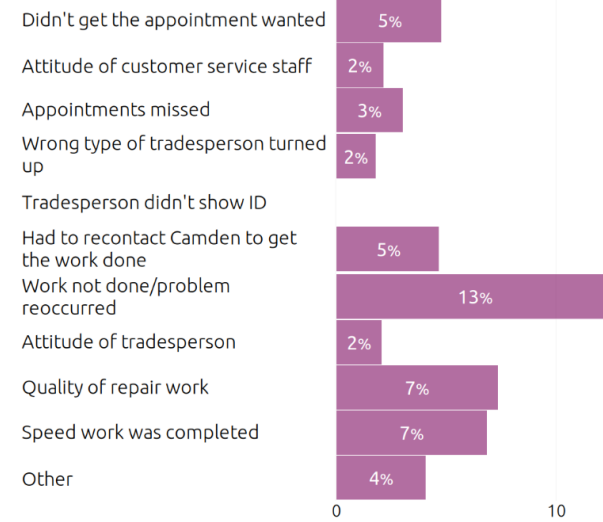
Percentage of 5803 Respondents



Filtered by Reporting Month Between April 2023 and March 2024

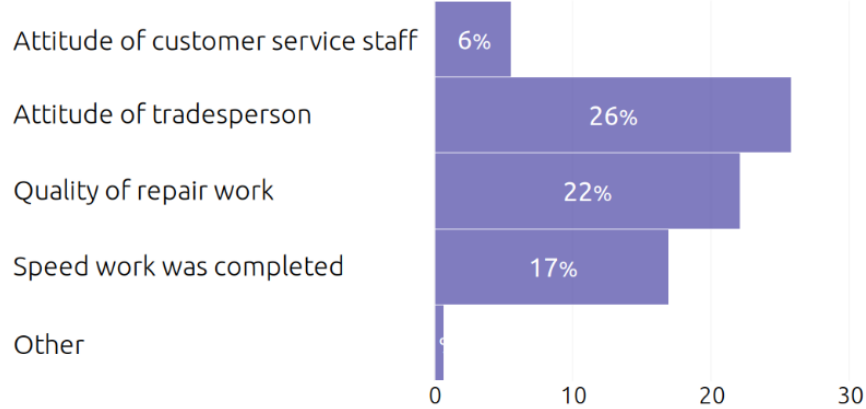
### Reasons Did Not Rate Overall Service As 5/5 (Classified)

Percentage of 6094 Respondents



### Reasons Rated Overall Service As 5/5 (Classified)

Percentage of 3103 Respondents

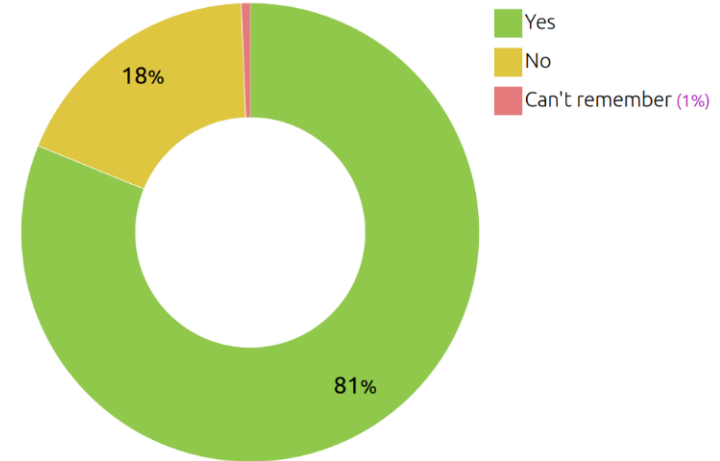


Where question "Overall Rating Of Repair" responses include '5/5'

Filtered by Reporting Month Between April 2023 and March 2024

### Happy With Quality Of Repair Work

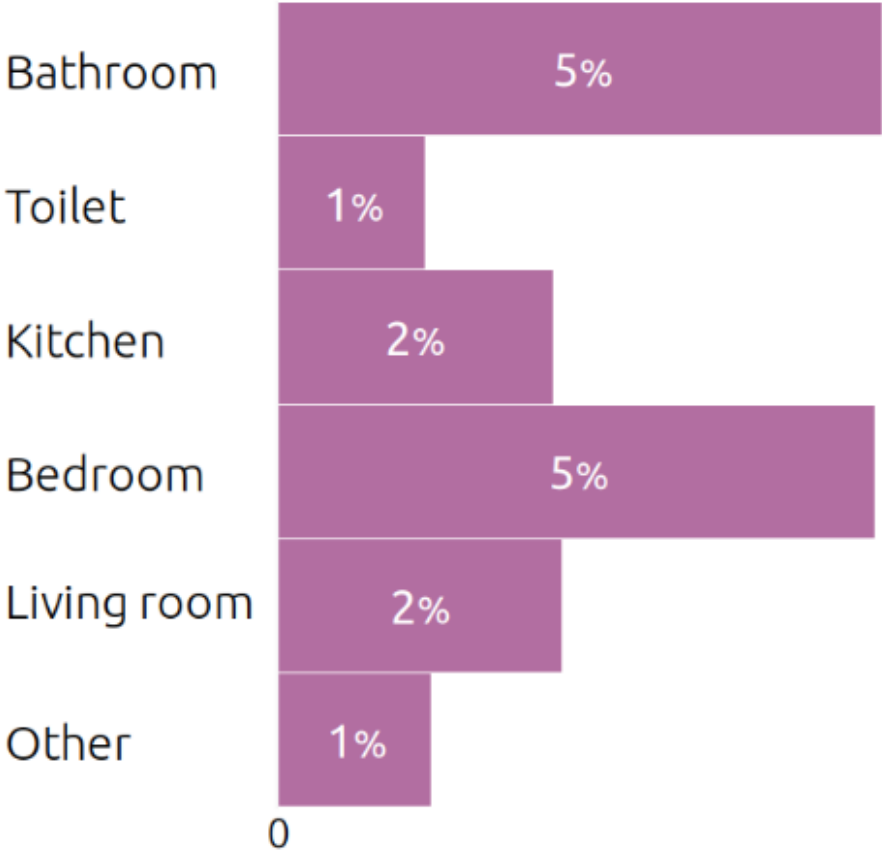
Percentage of 5717 Respondents



Filtered by Reporting Month Between April 2023 and March 2024

# Locations Of Mould

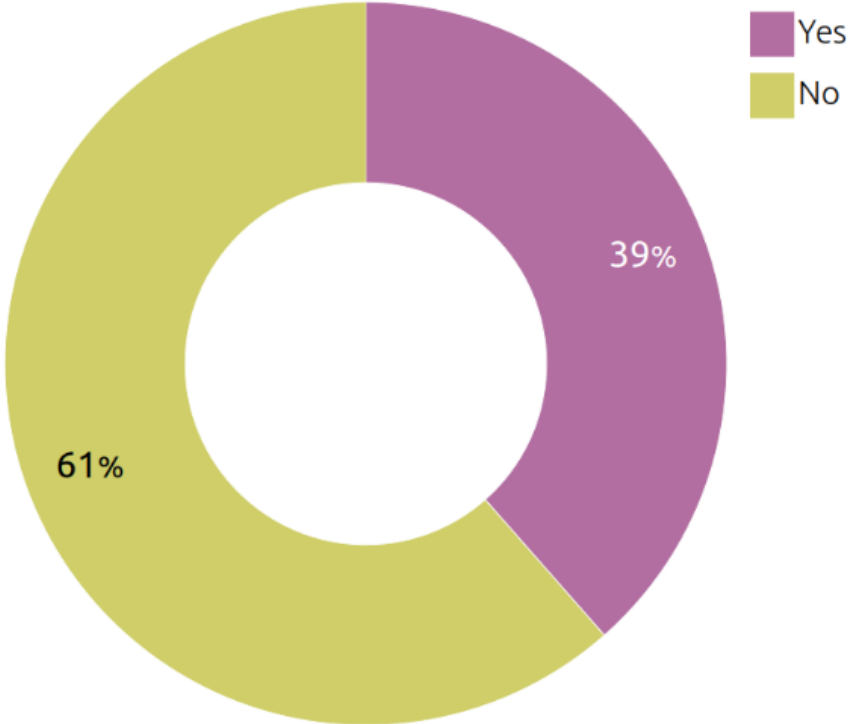
Percentage of 6094 Respondents



Filtered by Reporting Month Between April 2023 and March 2024

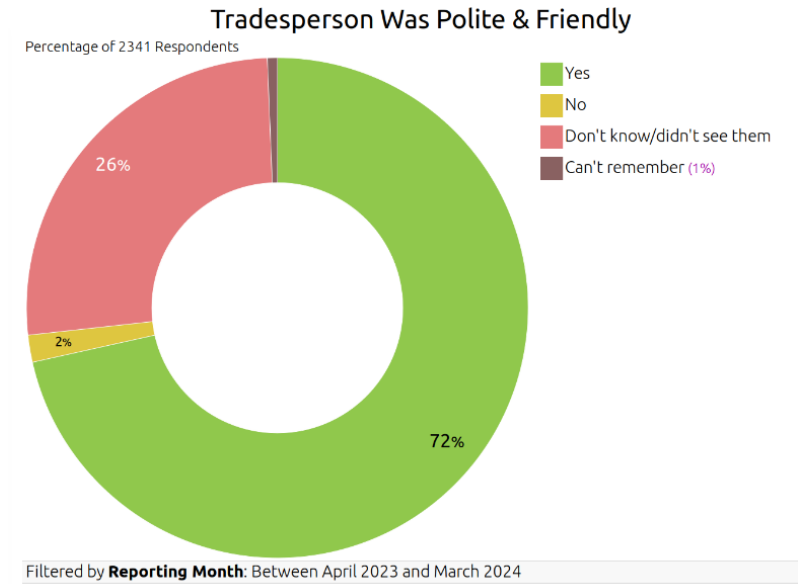
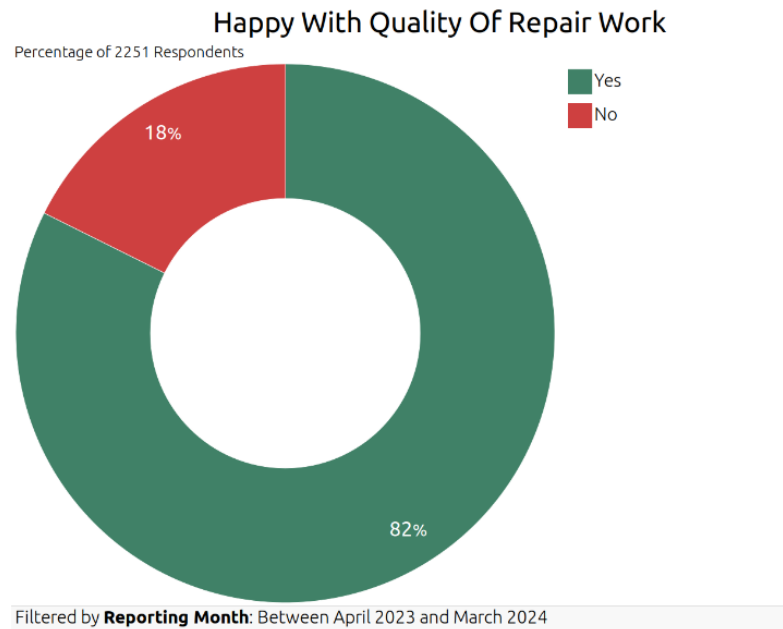
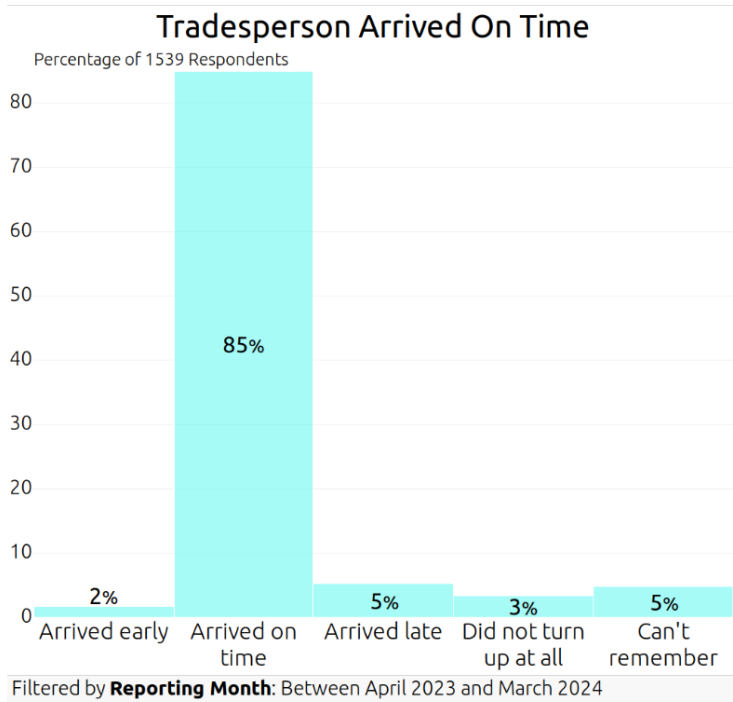
# Home Currently Has Visible Mould

Percentage of 1532 Respondents



Filtered by Reporting Month Between April 2023 and March 2024

# M&E

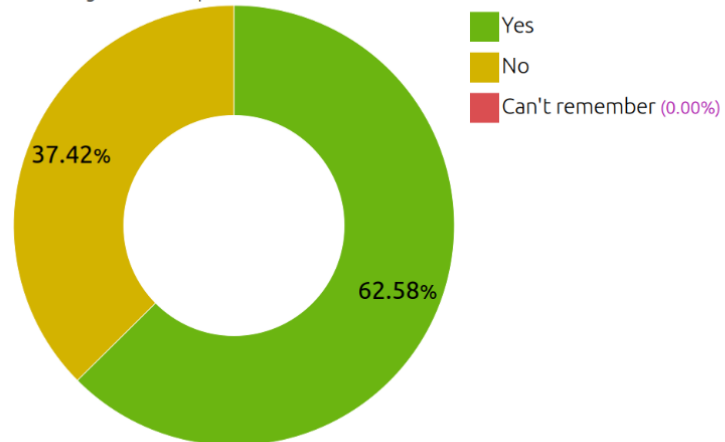


# Voids



## Satisfaction With Condition Of Property When Moved In

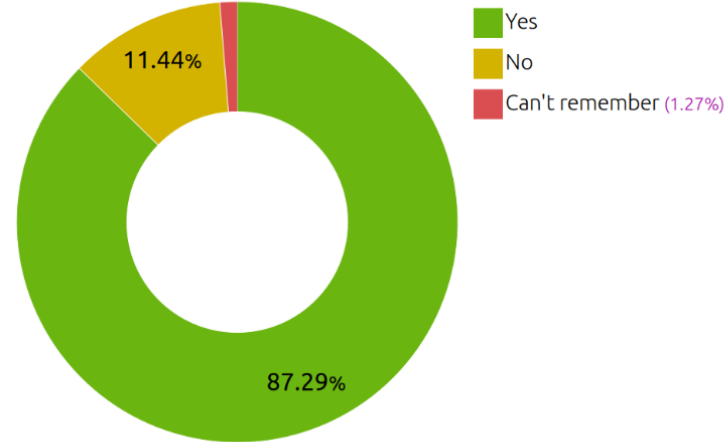
Percentage of 481 Respondents



Filtered by Reporting Month Between April 2023 and March 2024

## Staff Were Polite & Helpful Throughout Lettings Process

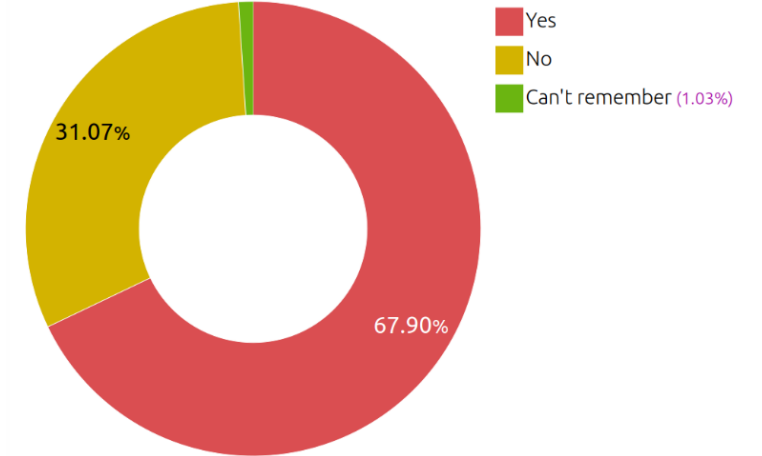
Percentage of 472 Respondents



Filtered by Reporting Month Between April 2023 and March 2024

## Repairs To Property Required After Moved In

Percentage of 486 Respondents



Filtered by Reporting Month Between April 2023 and March 2024

# KWEST Survey Questions

Ease Of Getting Through When Phoned To Report Repair

Customer Service Officer Was Polite

Contractor Needed Access To Property To Completed Repair

Resident Got The Appointment Slot Wanted

Tradesperson Arrived On Time

Camden Sent The Right Type Of Tradesperson To Complete The Repair

Tradesperson Was Polite & Friendly

Happy With Quality Of Repair Work

Rating Overall Quality Of Service

Reason(s) Resident Rated Quality Of Service As 5/5

- Resident Rated Quality Of Service As 5/5 Because Of Attitude Of Customer Service Staff
- Resident Rated Quality Of Service As 5/5 Because Of Attitude Of Tradesperson
- Resident Rated Quality Of Service As 5/5 Because Of Quality Of Repair Work
- Resident Rated Quality Of Service As 5/5 Because Of Speed Work Was Completed
- Resident Rated Quality Of Service As 5/5 For Other Reason

Resident Did Not Rate Quality Of Service As 5/5

- Resident Did Not Rate Quality Of Service As 5/5 Because Didn'T Get Appointment Wanted
- Resident Did Not Rate Quality Of Service As 5/5 Because Of Attitude Of Customer Service Staff
- Resident Did Not Rate Quality Of Service As 5/5 Because Appointments Missed
- Resident Did Not Rate Quality Of Service As 5/5 Because Wrong Type Of Tradesperson Turned Up
- Resident Did Not Rate Quality Of Service As 5/5 Because Tradesperson Didn'T Show Id
- Resident Did Not Rate Quality Of Service As 5/5 Because Had To Recontact Camden To Get Work Done
- Resident Did Not Rate Quality Of Service As 5/5 As Work Not Done/Problem Reoccurred
- Resident Did Not Rate Quality Of Service As 5/5 Because Of Attitude Of Tradesperson
- Resident Did Not Rate Quality Of Service As 5/5 Because Of Quality Of Repair Work
- Resident Did Not Rate Quality Of Service As 5/5 Because Of Speed Work Was Completed
- Resident Did Not Rate Quality Of Service As 5/5 For Other Reason
- Resident Wants Tradesperson To Re-Attend Property

Additional Comments About The Repair

Happy For Contact Details To Be Passed Back To Camden Council

Tenure of respondent

Happy to be contacted about comments

# Housing Repairs Overview

This dashboard provides an overview of the Repairs SMS survey Customer Satisfaction

This Year | 01 Jan 2024 - 31 Dec 2024

## Overall CSAT

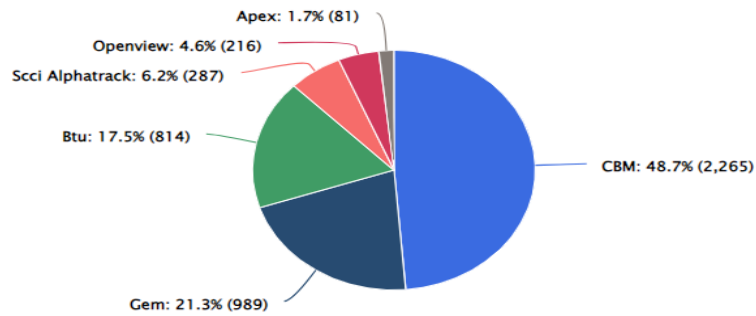
📅 Last Year | 01 Jan 2023 - 31 Dec

This tile shows the overall Customer satisfaction for the repairs SMS survey

| MS                        | Total | 😊      | 😞      | Overall rating |
|---------------------------|-------|--------|--------|----------------|
| Number of respondents     | 4,716 | 2647   | 2069   | 😊<br>Good      |
| Percentage of respondents |       | 56.13% | 43.87% |                |

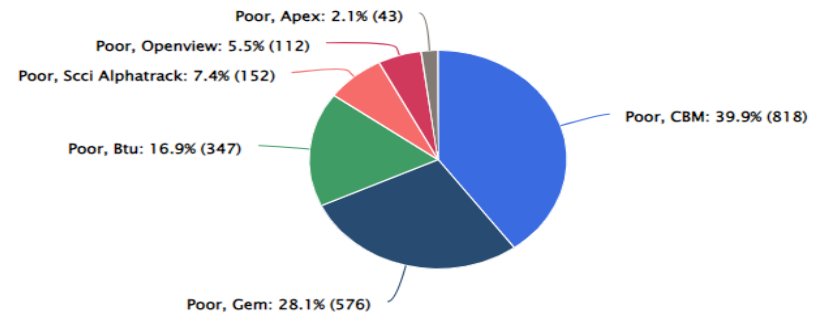
## Volume of Feedback per Contractor

📅 Last Year | 01 Jan 2023 - 31 Dec 2023



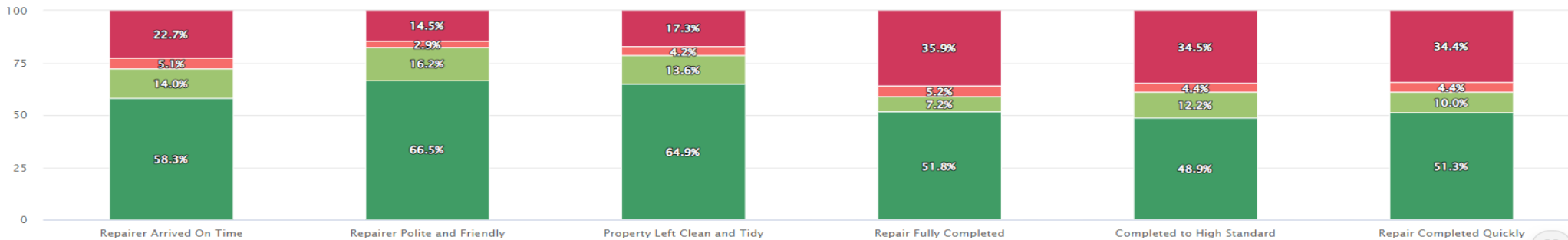
## Highest Level of Dissatisfaction by Contractor

📅 Last Year | 01 Jan 2023 - 31 Dec



## Service Aspect Ratings

📅 This Year | 01 Jan 2024 - 31 Dec 2024





## CSAT FOLLOW UP

ALL NEGATIVE CUSTOMER FEEDBACK IS FOLLOWED UP WITH A CALL. 10% NEED A FOLLOW-ON JOB BOOKED. THESE ARE THE INSIGHTS AND TRENDS FROM THESE CALLS

### Trends

|   |     |
|---|-----|
| Length of time to carry out repair/ appointment given | 136 |
| Quality of works                                      | 105 |
| Poor communication with the service                   | 65  |
| Competence and knowledge of operative                 | 19  |
| No show from operative                                | 19  |
| Agent fault (order raised incorrectly)                | 12  |
| Operative's attitude                                  | 11  |
| Ease of raising repair                                | 8   |
| Operative arrived late                                | 6   |
| No access dispute                                     | 2   |
| Not happy with the overall service with LBC           | 1   |

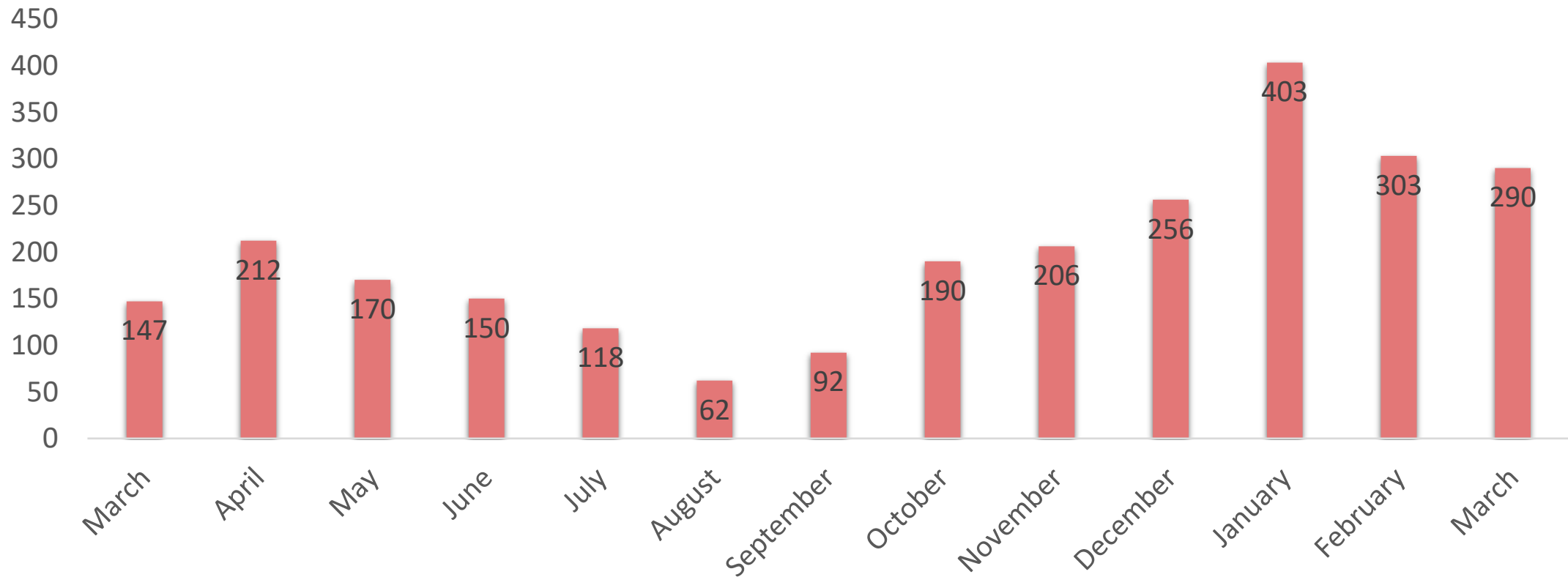


# Case management 23-24

Performance managed within the case management team

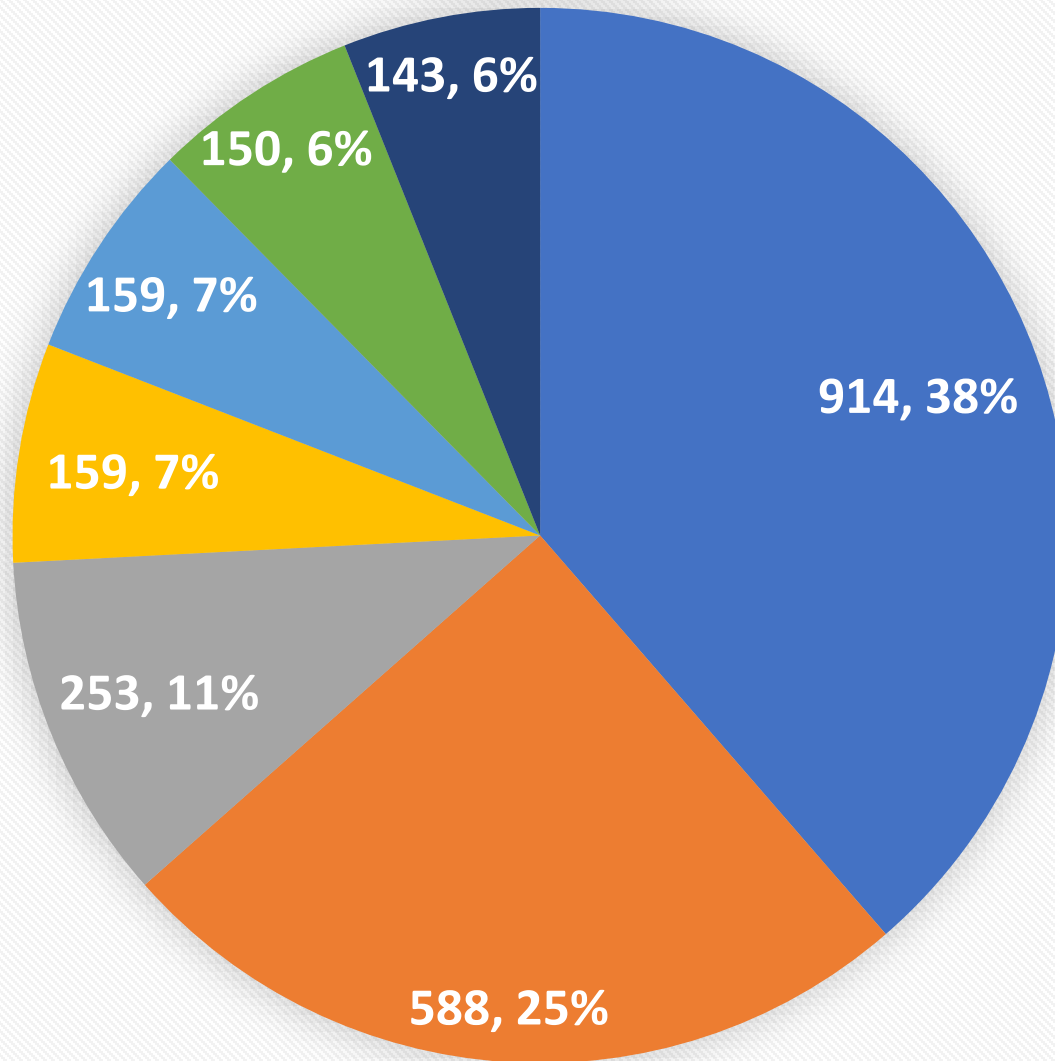
■ Closed

1920 cases handled





## Cases Trends 23-24



- Update on current work
- No service failure - customer responsibility
- Failed/delayed internal communication
- Work not carried out within target time
- Follow on works not booked
- Missed appointment from contractor/engineer
- Quality of works