

Response by the Director of Property Management

In the past 12 months, we have received an increased demand for call-back requests.

This was expected as we have heavily promoted this option for residents unable to report repairs online and those who may be suffering financial difficulty occurring costs using a mobile phone while contacting us. Our agreed SLA target is to clear all call-backs left from that day on the same day, and on the whole, this is achieved. We publish the number of call-backs received daily on our dedicated open data webpage on the Camden website - [Housing repairs - Camden Council](#).

2022	Call-backs
Q1	2081
Q2	2429
Q3	2824

We will typically try up to 3 separate occasions to speak with the caller on the day the message was left. However, if no contact details are provided, there is no voicemail, or the caller does not answer, we will be unable to complete the call. The vast majority of call-backs are successfully closed.

Since the launch of SMS reporting in June of this year, we have seen significant activity here. Residents and staff have generally embraced this way of contacting us and, once used, will often report further issues. Along with the webchat service, we record a positive customer satisfaction rate of over 85%. Both services offer the opportunity to contact us in over 100 languages, and we are already seeing a positive uptake with this offer. WhatsApp reporting will go live during December 22.

2022	SMS	Chat
Q1	918	3960
Q2	5128	5221
Q3	6382	5022

The Housing repairs contact centre continues to offer more contact opportunities for our residents to engage with us. When WhatsApp is up and running, we intend to go live with video calling in January to report damp, mould and condensation.

We invite any member of the Housing scrutiny committee to join us to see the whole operation in action and to review the current ways of working.

ENDS