Source	Issue	Reason for case tracking	Officer comments on the case	Was a customer survey carried out?
8005067838	Appointment for plumber to come and fix leak. Plumber did not turn up,	Straightforward example of an appointment being missed. We should check if it was recorded on icasework (and consequently in the KPIs) if it was indeed recorded as a missed apoointment.	• The tenant had to call several times • SBS repeatedly cancelled the job or put it to complete without recommendations • CSC incorrectly raised new job rather than nil value recall • The contractors did not self-report it as a missed appointment • The tenant was given the number to make a formal complaint but did not. Ways to improve these problems: • We now use the customer survey report to monitor missed appointments rather than contractor self-reporting • CSC operative will be retrained regarding raising recalls. • The cost of the duplicate jobs will automatically be reclaimed by the QS team • There is now a new interface so that when SBS cancel a job the reason is visible to all • Contractor cancellations are now monitored	Yes, this tenant completed a survey on one of the recall works orders raised before this call and rated the service 3 out of 5
8005091108	Morrison were supposed to work in the flat last week. Guy who came had no idea of the job they were going to do. Replace the bath. Contractor said he was going back to his office to re-book the call. Supposed to have been done in November.	Obviously we need to know how this is reflected in the KPIs. Interesting that the operator doesn't ask for a call number. She says she'll "get on to Morrison" Did Morrison re-open the call?	• The bath does not need replacing, • It was not Morrison who attended but asbestos contractor who later returned to complete the work	Yes there were two surveys, one for a heating job (rated 4 out of 5) and one was attempted for a plumbing job, but the tenant was not available
8005114382	Leak reported Contractor went upstairs to fix it. Leak stopped but then restarted. Water leaking through the light.	Was the original job recorded as completed? Or was it re-opened following this call.	• The first leak was fixed temporarily • It is not council policy to recall out-of-hours jobs so the CSC acted correctly in raising a new job • The works orders were completed on time • The leak was caused by major works contractors in the upstairs flat who fixed the leak permanently	Yes, the tenant was called about the original job and scored the service 5 out of 5

8005115165	Recall on a lock that has not been properly fixed. Operator says "Back office on that one said it wasn't a missed appointment". Tenant - "I've got a letter saying it was."	To find out if a missed appointment was recorded on icasework	- The CSC acted correctly by raising a recall and logging a missed appointment to be investigated - The contractors did not agree to pay compensation as they claimed they had attended but needed to refer the work to a specialist contractor - The work to renew the door was then completed within target - The tenant answered the survey incorrectly saying that first the appointment was kept, but then adding that they had attended in the afternoon rather than the morning Ways to improve these problems: - CSC operatives carrying out the surveys to use intelligence and change previous answers if the tenant adds information later in the survey	Yes, this tenant was surveyed about the missed appointment and scored the service as 5 out of 5 but mentioned the appointment as an additional comment
8005115570	General repair on bathroom. Stayed in all day but contractor never turned up.	Was this recorded as a missed appointment?	- Contractor cancelled the first job incorrectly - The contractor did not self-report this as a missed appointment, and the tenant was unavailable for a survey. - CSC acted correctly in raising a new job to the out-of-hours service Ways to improve these problems: - Contractor self-reporting is no longer used for missed appointment recording - Contractor cancellations are now monitored	The tenant was unavailable

8005115713	Was supposed to have an appointment today. Blocked sink. Call saying they were going to come was received, but nobody turned up. New job raised. Will need to wait for confirmation of appointment. Job was "cancelled" on system.	Really bad example. Why was job cancelled. Was it recorded as a missed appointment.	- Contractor cancelled the jobs without giving explanation - CSC gave incorrect information and were not very sympathetic - Previous recommendations from the contractor had not been communicated for follow-on works to be organised, as per agreed procedure. - The tenant had to phone several times to get this repair resolved Ways to improve these problems: - There is now a new interface so that when SBS cancel a job the reason is visible to all - CSC operatives being retrained - Contractor cancellations are now monitored	No, two were attempted but the tenant was unavailable
8005122417	Emergency call for Electrician. They did not turn up in two hours	Was this emergency call recorded as an appointment made and kept?	- The work was completed, but after 6 hours rather than 2 hours, and only after the tenant called the CSC back. - The contractor incorrectly reported the job as complete on time by post-reporting Ways to improve these problems: - Hand-held technology will prevent contractors post-reporting the completion time.	No, a survey was attempted but tenant unavailable
Gavin Edwards Casework	Serious leak not fixed for months. Contractor appears to have put call down as completed even though no work was carried out	Find out how this job was recorded in KPIs		

Stephen Govier casework	Heating Complaint. Job appears to have been classed as completed when it was not.	Find out how this job was recorded in KPIs		