

Case study of the redevelopment of a process to allow tenants to book a housing repair on-line.

The main objective was to allow more accurate information to be passed to a 3rd party system and improve the experience of the user.

Della Mills “A lot quicker to log a repair. ”

Please tell us what the problem is *

Non Housing - Domestic Bathroom - Basin - Basin blocked

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Non Housing - Catering - Catering Equipment fault

Non Housing - CCTV - CCTV not working - PRIORITY 2

Non Housing - Ceilings - Repair or refix loose ceiling board

Non Housing - Ceilings - Repair or refix loose ceiling tiles

Non Housing - Clock - Clock not working - PRIORITY 2

Non Housing - Control Panel - Fault on control panel - PRIORITY 2

Non Housing - Domestic Bathroom - Basin - Basin blocked

Introduction

Design a new form that will integrate with a cloud based system to raise a repair and allow the tenants to book a date that suits them.

Obstacles

The cloud based system used a number of set Application Protocol Interfaces (API) to receive data. The forms package used was not able to sent the data in the correct format and there was no error checking.

```
1 {
2   "PrimaryOrderNumber": "TCNH5331163992",
3   "SecondaryOrderNumber": "TCNH5331163992",
4   "CRMId": "",
5   "ExternalId": "007300",
6   "ContactName": "Julian Milligan",
7   "HomePhone": "01267235689",
8   "MobilePhone": "",
9   "EmailAddress": "jmilligan@carmarthenshire.gov.uk",
10  "JobDescription": "Name - Julian Milligan Telephone - 01267235689 TESTING ",
11  "CodeTemplateName": "Non Housing - Public Toilets - Cubicles - Cubicle door broken",
12  "OrganisationalExternalId": "NH",
13  "MessageType": "0",
14  "MessageOption": "2"
15 }
```

Design

To overcome this issue a middleware application was created to format the data (JSON) correctly and check the incoming data for accuracy.

Testing

This was done with two internal departments one to test the customer journey , where the question in the right order. The other with the technical team that managed the cloud system. Changes that were made were made and republished.

Outcome

After a number of weeks of testing by both teams an internal version was launched on 16th June 2023 and to date 397 cases have been submitted.

The external version to allow council tenants to log housing repairs will go live late September.

It is expected to save over 8 hours work a week , reduce the number of chase up emails and calls. It is also expected to reduce the work load in other teams that deal with council tenants.

Future work will include the tenants version going live , allowing internal staff to request their own repairs.

Any follow questions please contact me Julian Milligan
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