

Case

call back regarding gas supply

Owner

 Millicent Williams

Target Response to Customer

08/11/2016 23:59







Target Case Resolution

18/11/2016 23:59

Days case open

5

Summary

CASE DETAILS		CONTACT DETAILS	
Case Title call back regarding gas supply		Account  U217012770246 002 7 - RABIA YAHYA	
Created On 04/11/2016 11:30			
Case Number CAS161116772			
Customer  RABIA YAHYA			
Service Area			
Case type  Other (please use general housing)			
Enquiry Type  Call back request			
Origin Phone			
Property  FLAT 152 GRENELL TOWER ,LANCASTER WEST ESTATE, W11 1TQ			
Block			
Case Description Tenant would like an update on the gas supply to the property. They have contact the national grid to find out why they do not have any gas supply to the property, national grid have told the tenant they need to speak to TMO regarding this issue.			
Created By  Daniel Jiminez			
Resolved on initial contact? No			
CUSTOMER RESPONSE MADE? No			
Customer Response Made At			

THIRD PARTY CONTACT DETAILS

Third party contact name  RABIA YAHYA

PARENT CASE

Parent Case

KNOWLEDGE BASE

Standard Article


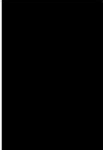
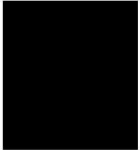
Knowledge Base Article

NSO Referral

Main Vulnerability

Main vulnerability

Other Vulnerabilities

Practical Support?		Substance Misuse?		Rent Arrears?	
Emotional Support?		Alcohol Misuse?		Other Finances?	
Physical Health?		Family Issues?		Resettlement?	

Mental Health?

Issues with hoarding?

Other Vulnerability?

Domestic Violence?

ASB?

Third Party Contacts

Contact	Contact Type	Address 1: Telephone 2 (Contact)	Email (Contact)	Created By
Loading Third Party Contact records...				
0 - 0 of 0 (0 selected)				Page 1

Further Details

Reason for referral

Income Details

Risk Assessment Matrix

Risk Assessment completed

Name	Case	Total Score	Score Category	Created On
Loading Support Assessment Matrix records...				
0 - 0 of 0 (0 selected)				Page 1

Consent and referral

Has the customer given consent?

Referred By

NSO casework

Outcome

Outcome Date

Decision by

Reason for decision

NSO/Team Leader discussion following referral

Allocated NSO

Allocated date

Customer contacted date

Was NSO able to make contact with Customer?

Did customer wish to continue?

Customer Support Plan

Date support plan completed

Level of planned contact

Areas customer would like help with?

Goals customer will achieve?

What action will the NSO take?

What are the timescales?

Secure Notes

Secure Notes Added No

Summary	Details	Created On	Created By	Modified By	file

Loading NSO Referral Secure Note records...

0 - 0 of 0 (0 selected)

Page 1

Case closure

Case closure discussion with manager

Final Closure Letter Sent	No	Final Closure Letter Sent Date
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Final Closure Letter Sent By

Satisfaction survey

Date survey completed	Any changes or improvements?
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Satisfied with support from NSO?

Satisfied with how issue was resolved?

Satisfied with overall service?

Refund Request

Rent Refund - Income Officer

Is the account in credit?

Is tenant paying in advance?

Is there a HB overpayment?

Does HB overpayment exceed refund amount?

Signed request attached?

Correspondence details (if different)

Leaseholder Refund - Home Ownership Officer

Refund account

Is any account in arrears?

Refund even though account is in arrears?

Reason for continuing with refund?

Payee Name

Payee address (if different property)

Income / Home Ownership Officer

Account Balance

Refund Amount

Sub Account

Payment Method

Action request to Manager for approval

Manager Decision

Refund request Manager decision

Manager approved/refused by	Manager approved/refused date
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Approval letter/email

Refund approval date

Refund approval email sent

Refund refusal letter sent

Refund refusal sent date

Refund refusal email sent

Has Capita been amended?

Print backing documents?

Refund Request Finance decision

Finance approved/refused by

Finance approved/rejected date

Finance notes

CASE CLOSURE

Closure Reason

Case Resolved?

Yes

Resolved By

Millicent Williams

Resolved At

09/11/2016 17:26

Open AR count

0

In or out of target

Resolved in target

Service Area	Case Type	Case Title	Customer	Priority	Origin	1
Loading Case records...						
0 - 0 of 0 (0 selected)						Page 1

Job Number	Name	Notified Date	Property	Block	Estate
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0 - 0 of 0 (0 selected)					Page 1

Name	Complainant	Property	Target Stage 1 R...	Complaint Refere..	Lead Officer	Stage 1 - Lea	es..
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0 - 0 of 0 (0 selected)							Page 1

Title	Lead Complainant	Property (Lead Complainant)	Alleged Perpetrator	ASB Priority
<div>Loading ASB Case records...</div>				
0 - 0 of 0 (0 selected)				Page 1

