



North Tyneside Council's repairs team have implemented the Confurr video customer service platform for video surveying social housing

Customer service agents and tenants can seamlessly escalate from an audio call, Web Chat or email interaction to a video call, at the click of a button.

In the appropriate instance, being able to easily hold a video call means that the customer query can be rapidly triaged. When a call comes through to the repairs service, residents can now give permission to show their camera, meaning they can show the call handler exactly what they are concerned about.

The agent can see the issues at hand and make the appropriate recommendations immediately ensuring that the right person attends on the right priority timescale with the right equipment to complete the works at the first appointment.



If the problem is more complex the agent can either add in a qualified surveyor or store the recording and snapshots for a suitably qualified specialist to review

Confurr was initially launched to survey and triage damp and black spot mould issues. It has been so successful that it is now being rolled out for Roofing, and Out of hours repairs and support

The cost of living crisis has resulted in a reluctance from our tenants to use their central heating systems and adequately ventilate their homes, contributing to the rapid rise in these types of works.

95% of residents, when asked are happy to have a quick video call.



North Tyneside Council

“We’re delighted to see how successfully our video diagnosis system has been so far, and it’s made a real difference to our teams and our residents.

“Everybody should have a home where they feel comfortable and safe, and our number one priority is always to ensure that our residents’ concerns are responded to quickly and efficiently – this system has given us another platform to do exactly that.

“It’s been an absolutely fantastic addition to our service, we’re going to be furthering our use of it and expanding to cover all repairs calls that come into us.

Cllr John Harrison, cabinet member for housing





Using Confurr has dramatically reduced the lead time for surveys from 6-8 weeks to a matter of minutes

60% of video diagnosis calls did not require a second expert opinion

10% were diagnosed and advice given on the call to rectify the issue at first contact

37% resulted in a trade being sent to complete a simple gutter, plumbing or other repair.

Where severe black spot mould is identified the council sends operatives to remove the mould urgently to ensure the good health of tenants, prior to a follow up inspection where required



There is a housing maintenance crisis

Maintenance is often in the top 3 for highest number of complaints

Changes in approaches and priorities have caused severe pressures

There is a severe shortage of tradespeople

Confurr can help to allow residents to have real pride in their homes

By helping social landlords to easily and efficiently survey, record, document, and triage issues of damp, mould, property maintenance as well as help with out of hour emergency support, using the Confurr video survey platform, residents are fully engaged in the process



Beyond triaging damp and mould, Confurr has strong applications additional applications and use cases:-

Stock condition surveys – lack of access

Accessibility

Simple boiler issues

Complaints

Garden maintenance

Communal spaces

Quality checks

There is a lot to do, for less money – Confurr can help meet your Tenant Satisfaction Measures



Deploying Confurr is simple – senior leaders need not be heavily involved in the process

We will work with you to define the deployment, test, train, implement and onboard your teams as well as assist with tenant engagement.