

Customer Request Management – CRM


Infrastructure Services

- City of Joondalup – customer service within the Infrastructure Services Directorate.
- In July 2008 the Infrastructure Services Directorate implemented a one stop shop in regards to customer service. Previously each Business Unit was responsible for their own areas which over time had become fragmented, reactive and uncoordinated.
- A customer report line has been initiated to report all maintenance request that involve the Infrastructure Services Directorate, this includes all SAR maintenance requests.

- It has been brought to our attention that maintenance requests from the representatives of home owner associations and home owners are being reported via different mechanisms.
- Requests can made by phone 1300 369 972, be sent via the City of Joondalup website maintenance request forms or emailed to info@joondalup.wa.gov.au where you are also able to attach as much information as you like including photos.
- Any telephone requests and emails received by individual officers will be entered directly into the CRM (customer request management) system by the customer service staff.
- It is important not to cc other officers at the City when logging requests, this can cause duplication, confusion and frustration resulting in a number of officers attending to the same request.


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Report It

The City provides you with the ability to report the below online.


[Graffiti](#)

[City Watch Incidents](#)

Which includes situations of concern to the community.

[Maintenance Request - you can report and request the following online:](#)

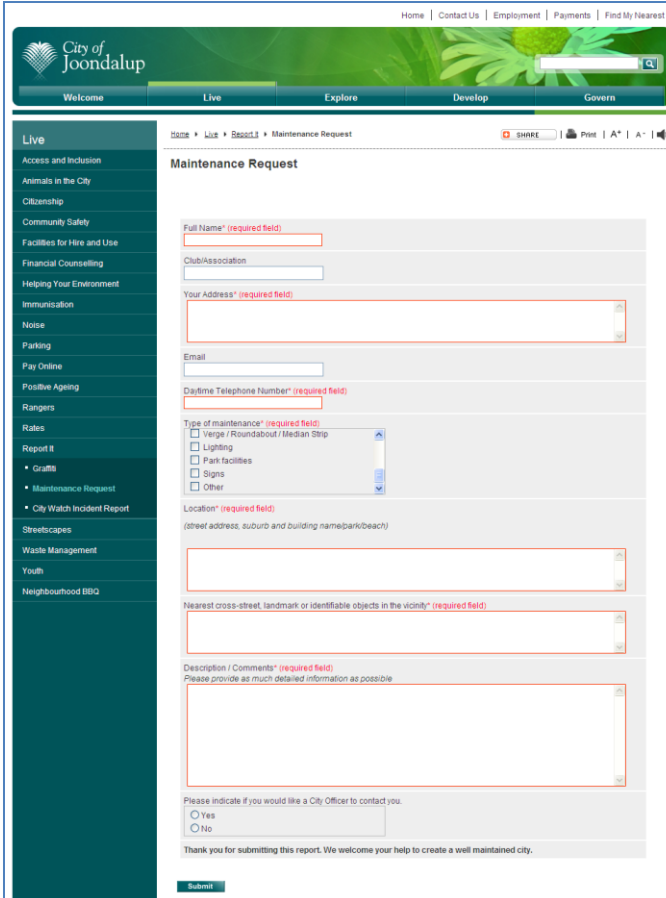
- Trees
- Plants and landscaping
- Rubbish and litter
- Illegal dumping
- Fencing and chain gates
- Reticulation
- Rubbish bins
- Footpaths
- Roads and carparks
- Kerbing
- Verge/roundabout/median strip
- Lighting
- Park facilities and
- Signs.



Live

- Access and Inclusion
- Animals in the City
- Citizenship
- Community Safety
- Facilities for Hire and Use
- Financial Counselling
- Helping Your Environment
- Immunisation
- Noise
- Parking
- Pay Online
- Positive Ageing
- Rangers
- Rates
- Report It
 - Graffiti
 - Maintenance Request
 - City Watch Incident Report
- Streetscapes
- Waste Management

Complete on line form and submit



The screenshot shows the City of Joondalup website's online maintenance request form. The page has a green header with the city logo and navigation links. A sidebar on the left lists various services. The main content area is titled 'Maintenance Request' and contains several input fields and checkboxes. The form is designed to collect user information and details about the maintenance issue.

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Home > Live > Report > Maintenance Request

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Maintenance Request

Full Name* (required field)

Club/Association

Your Address* (required field)

Email

Daytime Telephone Number* (required field)

Type of maintenance* (required field)

- Verge / Roundabout / Median Strip
- Lighting
- Park facilities
- Signs
- Other

Location* (required field)
(street address, suburb and building name/park/beach)

Nearest cross-street, landmark or identifiable objects in the vicinity* (required field)

Description / Comments* (required field)
Please provide as much detailed information as possible

Please indicate if you would like a City Officer to contact you.

Yes
 No

Thank you for submitting this report. We welcome your help to create a well maintained city.

Submit

The benefits -

- Improved reporting, progress updates and recording of completed jobs for the home owner association and the City of Joondalup.
- Monthly reports submitted to the home owner association prior to meetings detailing works completed and outstanding work requests within the SAR areas.
- Jobs will not be overlooked or confirmed as completed without a post inspection being undertaken.
- Improved efficiency for evaluating, allocating and completing work requests.
- Gives the home owners association the opportunity and a formal process (work order) for commenting where input is required relating to SAR requests or improvements.