



Compliments received for housing 2022/23

23 Compliments received

○ Property Services	9
○ Contractor	1
○ Homeownership	1
○ Tenancy	3
○ Housing Options	5
○ Tenancy Sustainment	2
○ Sheltered	1

If you've experienced help or had especially good service, you can complement our staff. Just fill in the [on line form](#) and let us know.

Customer feedback

- 1. GREAT JOB TO ALL INVOLVED, customer rang in to say thank you so much too all involved she is absolutely thrilled and want to pass on her congratulations to everyone in Property Services team.*
- 2. Customer called to say that 'very happy with the call back service and the work done at her property. And also commented that can always get through now and is always called back and very happy with the service as everyone is really nice as well.*
- 3. One of the Anti-social officers working on a case, received a lovely thank you note saying 'how kind and sympathetic they handled our case you do your job 100%'.*
- 4. Davina in the Tenancy support team has always been on the end of the phone to help with every aspect of life from dealing with Household issues to talking to the client after dealing with a sudden death. She has signposted the customer to support agencies. We'd also like to thank Sam C Housing officer and Alex Burns for their help.*
- 5. I called your direct line. It was answered with minimal delay and in my opinion was efficiently and courteously dealt with. An emergency contractor would attend. I had a telephone call from the contractor who confirmed his attendance. I made him aware that no further damage was being done and he apparently was completing another job and would be there in about an hour. This he duly did, repaired the system and restored boiler pressure before leaving.*





I know people are quick to complain when things go awry but I now feel compelled to compliment both the person who answered the call and the contractor who attended. It reflects well on your organisation. Thank you for your rapid assistance.

- 6. Our family were really grateful for from the Tenancy Sustainment team and 'said the intervention had changed their lives and without it they would still be struggling with their children and schools etc.' From HHC.*
- 7. A customer was so grateful for WCC staff who worked so hard to get works completed as soon as they could, and for keeping her updated through the process.*
- 8. We just wanted to thank you for running the 2 host events for the Ukraine families, they were really interesting and provided lots of very useful information. Thank you too for giving up your evenings this week, it was much appreciated.*
- 9. Big thank you to property services, Tenancy Sustainment and the contractor for sorting out this terrible problem so quickly.*
- 10. I would like to offer my appreciation and recognise the excellent customer service from Janet in the property services team with regards to one of our vulnerable tenants. Janet has been patient, empathic and considerate to a fragile situation and has offered a vital intervention, by referring into our department for support. From HHC*
- 11. - I had a call from a tenant to say thank you to the engineer from CCS that attended this morning. He was really happy with the work that Joey did.*
- 12. A tenant phone in to say that is he is very happy with Mark's work yesterday. He was quick and made next to no mess from CCS.*
- 13. Resident said she usually really hates having workman in her home but was very impressed with Ryan from CCS.*
- 14. Compliment for the Private Sector Housing Team - I cannot thank you enough for all of your hard work and attention you have given both myself and my father. You have really gone the extra mile for us and we really appreciate this.*





15. *An officer in the Neighbourhood services team received a compliment. 'She paid attention to my requests regarding anti-social behaviour, she coordinated with the police and together they took a positive step that might help in the long term'.*
16. *Thank you so much for all the help from the Housing Options team you have provided. It is extremely appreciated and you have made a stressful situation extremely manageable. I can't stress enough how much help you have been.*

