

## Appendix 5

### Sample of Service Compliments Received.

<b>Street Cleansing</b>
Thank you for coming so promptly following my complaint about the leaves and the gutters on the street. Also as a reminder that the cause of the trouble (the trees need pruning).
I just wanted to thank the street cleansing team for their prompt response after the floods.
<b>Refuse Collection</b>
Missed collection: XXXXXX. Just wanted to write to thank you very much for collecting our brown bin this morning. Much appreciated.
Mrs XXXXXXXX called in to compliment the waste crew this morning. She says she had forgotten to put her two black bins out and the crew waited and helped her as they could see she was struggling with them. She says they were brilliant and couldn't have asked for more.
<b>Recycling</b>
We had lost £20 in the house and looked everywhere for it. When we arrived home on Friday 01 09 23 our recycling boxes had been emptied and the £20 was in the bottom of the box. Obviously one of your employees had found it and left it back in the box. I just wanted to pass over my thanks to the member of staff that did so.
This is just to say thank you for the well designed leaflet regarding Recycling. It's beautifully simple and clear and should make Recycling so much easier.
I just want to say thank you to the recycling team today Thursday 26th October.  We were travelling from Exeter to Tiverton, when we were diverted by Bickleigh bridge, found ourselves in Cadeleigh. We were stopped in road as one of your operatives was directing traffic in the narrow lanes. He went above and beyond to keep the traffic moving along and had to intervene on many occasions with tractors and lorries along the way. He was such an asset to your company that I felt I had to tell you how impressed everyone was and that high praise is definitely deserved.
<b>Property Services</b>
Mr xxxxxx has called to say he is pleased that the spikes on the gates at Westexe Rec have been covered up. He is also pleased with the re-surfacing of the paddling pool and the new play area.
<b>Housing Tenancy</b>
I was going to send my our thanks to you earlier - I don't expect you get too many.

This was in relation to Claire Miles arrangig for the removal of refuse from xxxxxxx.

Also can I add how helpful it is to have an email exchange in this way... you (and team ) have made me feel the process is very "approachable " and in turn really helped me

XXXXXXXx would like to thank you very much, you were very helpful and put her mind at rest.

#### Housing Repairs

Mrs XXXXX wanted me to pass on her thanks to the team and the "young man" that came out to fix her toilet this morning! She is very grateful to all those involved! Thanks

Ms XXXXXX rang in last week on 23rd February to request grab rails for her toilet. The request was urgent due to severe disability. The grab rails were fitted on the same day. Ms XXXXXX was extremely pleased with the quick response and has called in today to say thank you. It was very much appreciated and has made a big difference in the ability to use her toilet. She is hugely appreciative.

Your Lifeline Officer (Tracey Stubbs) was just excellent. She explained everything so well and my mum loved the way she always spoke to her. So a big thank you to Tracey :)

Can I just say how polite Harrison was today whilst completing the works on the wall in the bedroom - he is an absolute credit to the team.

#### Grass Cutting

Mr XXXXX wanted to say thank you for the grass cutting done today 19 06 23 at the front and side of his property at XXXXXXXX. He only rang regarding this last week so it was very prompt and they did a good job. He was very pleased.

#### Garden waste

As I was not well I did my Garden Waste Renewal via my banking app not online not realising this would go against my council tax. When I didnt receive permit I called and was explained what had happened.

I spoke to Lisa in council tax who was going to get the money transferred when this was done I spoke to someone in customer services a few days later and they arranged for waste to be collected that week as still hadnt received permit. Thank you very much for sorting this.

Just wanted to say thank you for actioning our change of garden waste bin so quickly, 2 days!!!!

We no longer need to wonder what's going to happen, because it's been managed beautifully.

#### Customer Services

Mrs XXXX calling back to thank Rebecca for her help with taking the rent payment and the question regarding the rent increase letter.

I would like to say a big thank you to Pam who very promptly got my garden waste permit and bin replaced when it went missing.

I wanted to say thank you to the team for their swift response to my query about a mid Devon council direct debit payment that I couldn't identify. I emailed on Tuesday morning, they replied straight away giving me the info I needed and then also followed up today to check it was resolved. I can imagine as a team you are inundated with queries and I am impressed by the care and speed taken on this, so thank you.

I have just been on the phone to XXXXXX who did a DHP with Levetta yesterday and she wanted to say how wonderful she was with the whole process, taking time and listening to her.

#### Fly tipping

Just to say "thank you" as I noticed as I walked by the entrance to Slow Jacks this morning that the tipped bin bags have been picked up.

Fast response much appreciated.

#### Electoral Register

I have had the absolute pleasure of dealing with the above team, a few names on emails I can remember are, Carol, Jackie and Denise... the whole department have been very helpful and a credit to mid Devon council