

## Quarter 4 Selection of Service Compliments

From a resident:

*“Thank you so much for the advice you gave us regarding our door threshold. The company have replied and sent a service manager out. The door threshold is finally being repaired tomorrow (Friday). Without your help this wouldn't of happened.*

*Thank you again.”*

---

From a resident after one of our Investigations Officers successfully concluded a matter that the resident had reported to the PPP

*“Many thanks for your welcome letter dated 31 March 2023, and it was very kind of you to call a few days ago with the good news regarding compensation.”*

*“When I first decided to report the matter I had little expectation that justice would be served so completely, never mind that compensation would be paid.”*

*“I am grateful to you for taking on our case, and those of many others, and dealing with it so professionally and successfully. The system works!”*

---

From a taxi driver after the Licensing Administration Team had sent out information about temporary closures at Newbury Station

*“Just wanted to say thank you for keeping us in the loop regarding the chopping and changing that's happening around the station in the coming weeks.”*

---

After an officer posted a replacement food hygiene rating sticker to a customer:

*“Hi Andrew,*

*Thank you so much!”*

---

One of our Housing Officers provided a landlord with one of our damp and mould leaflets and he had this to say:

*“Thanks Mary*

*Good little brochure with some very sensible advice.”*

---

A compliment paid to one of our housing officers after assisting a customer with getting some repairs undertaken in their property

*Hi Graham,*

*“Thank you for checking on progress. Am happy to report the work on the flooring was done on the 16th December. All is well now.*

*I can't thank you enough for your help in getting my issues sorted. May God bless you abundantly.”*

---

One of our Environment Health Officers, who was assisted by colleagues in the West Berkshire Legal Team, helped residents with getting a ball stop net erected to prevent golf balls from a neighbouring course landing in their garden and they had this to say:

*“We can't thank you enough for all your dogged determination, to see this matter through to conclusion, in the face of such confrontational opposition. We will always be extremely grateful to you and truly admire your tenacity and persistence in such challenging circumstances.”*

---

An email from one of our Community Navigators who works with Trading Standards Officers on the [Support with Confidence Scheme](#).

*“I have been working with Pip from Support with Confidence for about 3 months now.*

*The service has been integral in me being able to support patients to find the right level of care that suits their needs and their requirements for times.*

*Pip has been so supportive in matching the patients' needs and requirements to the care providers to ensure everyone is happy with the outcome.*

*The patients have been extremely complimentary about the speed in which Pip and the team have been able to make contact and also for how quickly care can be put into place following an assessment.*

*It has really been an excellent demonstration of how well partnership working can be so beneficial to the patient and the care provider.*

*SWC, for me is an invaluable service and for anyone who is able to self-fund, Pip is always my 'go to' now.*

*Many thanks Pip- I honestly mean it, it's great to be able to offer such an responsive and professional service.”*

---

Email to the Homes for Ukraine Hub from a host after rehoming one of Ukrainian guests

*“Hello Karen,*

*We just wanted to say thank you for all your help and support with moving (guest name) in, she's settling in really well and is so lovely. We've had some shared meals together and I got her some free swim passes for Nuffield which she's enjoying. She's working really hard with her job and has a car now too! Thanks again,”*

---

Another thank you from one of our hosts about the Ukrainian Hub

*“Thanks very much for all your hard work with all the local families. I think we and our Ukrainian guests have been very fortunate here in West Berks to have such supportive local government agencies.”*

---

Since October 2022, more than 500 residents were assisted with signposting and referrals to services by the Cost of Living Hub in West Berkshire. A selection of comments from them are set out below.

*“I had written in, explaining the circumstances I found myself in, [and] was offered help without judgement.”*

*“Very quick to contact me back very supportive and had loads of information and agencies for me to contact so useful.”*

*“The teams I spoke with, were very helpful, informative, they also handled my situations with empathy. I know it's their job but I felt safe and looked after in the way I needed.”*

*“I believe that without your help, we would not have been able to have any heating on, which would have been detrimental to my and my partners health issues.”*

*“If I did not have that help from cost of living hub it would of really affected me and my children as it really help buying food and paying off some of the bills.”*



A shared service provided by  
Bracknell Forest Council and  
West Berkshire Council

