

#### **Quarter 4 Selection of Service Compliments**

After one of our Environmental Health Officers assisted a resident with an illegal water discharge matter:

*"Hi Erica,*

*The only thing I can really say in response is you are amazing thank you! It is great news to know both parties have responded to you and they are following up. We suspect and certainly hope the activities will cease, especially if being contacted by both parties."*

A thank you received after one of our Trading Standards Officers provided advice to a new business on their food labels:

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*"Hello Joanna,*

*Thank you for following up. I have reviewed the labelling check list and i must thank you for the bringing these issues to my attention. It will be great to chat about them and if you can give me a time and date next week so we can talk."*

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A thank you from a business owner to one of our Trading Standards Officers following a number of visits to their business to get them to comply with food labelling non-compliances:

*"Hi Joanna,*

*Thank you for your visit and your patience "*

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A thank you from a resident that one of our officers supported to get a refund of over £10k under the The Consumer Rights Act 2015

*"Hi Honor*

*I just wanted to say thank you so much for all your help.*

*I went down to the garage on Saturday and got a full refund, the money came back today.*

*You have been an absolute hero and helped massively so thank you very much."*

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A thank you from a customer after one of our officers worked for 2 years on getting her a refund from her bank after she had been scammed:

"Hi Theresa

Thank you so much, for our conversation nice to talk to you Theresa. I am happy to receive 50% refund from Revolut. I appreciate for all staff do wonderful work, helping very hard investigating 2 years. Really how many stress and anxiety, frustration and upsetting.

Thank you for Malcolm Phillips he done wonderful job I not easy.  
Now you Theresa another lovely lady to my case I am appreciate for everything.  
I am really appreciate."

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After one of our Trading Standards Officers gave a presentation on scams to a group of carers:

"Hi Mark

Thank you for sharing your presentation, appreciated. The carers were very happy!  
Some good feedback

- This was a very good session to make our carers and others aware of their rights in dealing with scams or possible rogue traders. Good information to pass on.
  - Brilliant talk! Interesting and very helpful
  - Very informative and good presentation,
  - This was great and interesting
  - One of the best presentations seen. Would be nice if we are given a copy of it (Edited if necessary) "
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A thank you to one of our Senior Scientific Officers who assisted a resident with an issue:

"Hi Erica,

I feel we can now say we have a positive update with regards the business .....

It seems your intervention has born the best result possible. Should it restart, which I believe is very doubtful, I will of course let you know.

Thank you so very much for all your support and assistance with this Erica. We clearly could not have done this without you! Amazing job!

All the very best to you and team! "

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After one of our Environmental Control Officers assisted a resident with a light nuisance matter:

"Good morning Rachel,

I just wanted to drop you a note and say that she has pointed the light fully down and changed the duration so it does not affect the room anymore, thank you very much for your help!

I'm very appreciative."

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To one of our Trading Standards Officers who assisted a resident who had been cold called.

*'Good morning Ms Fleming*

*Many thanks for your very quick reply to our query - it is and will be very helpful."*

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After one of our Trading Standards Officers had provided advice and guidance about food labelling.

*"Hi Heather,*

*Thank you for your swift assistance with this and pointing my enquiry in a helpful direction. Really appreciated."*

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A thank you received after one of our Environmental Control Officers resolved a high hedge matter.

"Dear Caroline,

We have finally got the hedge at XX reduced and debris cleared! We are enjoying the light and looking forward to the summer.

Thank you for not giving up on this and for making it happen.

Looking back, it has taken about 2 years since we first talked which is about what you warned me it would take during those first calls.

Anyhow, thanks again and good luck in the other cases you have. "

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A telephonic thank you to two of our Officers who assisted with a fly tipping incident

"Dear Alan and Jason

Just wanted to let you both know that XXX called this morning to say how impressed he was with both of you yesterday."

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A thank you to one of our Envirocrime Officers from a colleague at Bracknell Forest Council

“Hi Alan,

I’m so glad we have this partnership, it’s so useful for us and invaluable for the council as a whole; we really appreciate what you’re doing.

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Thanks again, ill pass the good news to the rest of the team.”

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A thank you to one of our Envirocrime Officers from a resident in relation to a fly tipping incident.

“Thank you for your prompt action and for the fantastic job you’re doing in addressing this issue. I truly appreciate your efforts in identifying the source and taking the necessary steps to resolve it.....”

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