

## **Quarter 1 Selection of Service Compliments**

After one of our Trading Standards Officers assisted a new business owner:

*"Hello Honor*

*I just wanted to say a huge thank you for your help on this - it has been a very daunting process, especially when I have no knowledge of the industry or the law.*

*I am feeling a huge sense of relief and wanted to express that I am very grateful for your efficiency, clarity and supportive communication. You. Are. Ace. This has been a drawn out and stressful process and you are currently being hailed as 'Queen Honor' in my girls WhatsApp group.*

*There's no need to reply to this email if you don't want to, but in a crazy world at the moment I thought you should know what a positive effect you have had today."*

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After one of our officers delivered a presentation on scams awareness to a Women's Institute group:

*"Hi Mark*

*Thank you so much for your visit to us last evening. A very thought-provoking talk and the urgency for awareness of such situations."*

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A thank you to our Principal Officer for Trading Standards and our now retired Victim Support Officer who successfully managed to recover £6k for a resident from her bank after she was the victim of a scam

*"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."*

*"Blessings you my dear and Malcom he did wonderful work.*

*I really appreciate Big Thanks 🙏 for everything.*

*You are amazing lady."*

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Two thank yous from residents after our Trading Standards Officers secured a custodial sentence for a builder:

*"Thank you very much Mark, your kind words are reciprocated. You have been my strength and support the past 2 years to see me through to the finishing line and I will always be indebted to you for this and all your kindness towards me. Indeed, a great result for us all. "*

*"many thanks to you too for all your hard work. I'm sure there was a great deal of stuff to do. Like you say an excellent result. Pattie wanted to say thanks you too."*

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A thank you to one of our Environment Health Officers after she had assisted residents with a noise complaint:

*"Good afternoon Mrs Mahlanya,*

*It seems that your letter has done the trick. There has been a trickle of work onsite, but so far, it is much quieter and no more noise than someone doing DIY type levels of work which of course is perfectly acceptable. The heavy machinery work is either being done during the week now, or they have finished that part of the project. If it starts up again, I will let you know.*

*On behalf of the nearby residents, thank you again for your support."*

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We had this thank you after one of our Environmental Health Officers assisted a resident with a noise complaint from a nearby licensed premise:

*"Thank you, it was so much better!"*

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A thank you from a business after one of our Senior Trading Standards Enforcement Officers assisted them with getting Amazon to reinstate one of their products:

*"I would like to sincerely thank you for your kind assistance. Thanks to your support, Amazon has now reinstated our selling privileges. We are truly grateful for your help throughout this process."*

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A thank you after one of our Officers assisted with a request to expedite a Health Certificate request:

*"Hi Andrew,*

*Thank you for actioning this so quickly. I really appreciate this."*

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A thank you from a Councillor after one of our Officers in the Residential Housing Team assisted a veteran with getting a leak fixed in his housing association property:

*"I really feel that without pressure from WBC barely any of this would have got done! Many thanks indeed."*

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A remarkable turnaround by one of our Principal Officers, what started out as a complaint had the following thank you submitted:

*"Hi Deborah,*

*Thank you for your response. You are the most helpful person I have ever had dealings with in government. Not kidding."*

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A thank you from a group of residents after one of our Housing Officers worked with them to get a sewage pump installed in a group of properties:

*"Hello Monique,*

*Thank you once more. It is reassuring to know that there is someone who can help if we are ever in trouble again."*

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A thank you from a councillor after one of our Environmental Health officers assisted with a statutory nuisance complaint.

*"Dear Rachel*

*Thank you for your prompt and decisive response to this - I am impressed."*

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A thank you to one of our Housing Enforcement Officers after they spent a considerable amount of time assisting a resident with resolving a housing matter:

*"Hi Graham,*

*Thank you so much for all your help and getting this finally sorted after 2 years!!!"*

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An email received after a Housing Enforcement Officer had completed the work around an HMO application:

*"Hi Richard*

*Thank you for your email and for your very professional service. Much appreciated."*

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A thank you from a resident after one of our Enforcement Officers assisted a resident with an alleged fly tip of garden waste:

*"Thank you so much, Alan, for the way you've handled what was clearly a very difficult situation. I really appreciate your calm, professional approach and the time you've taken to follow up so thoroughly. It's very reassuring to know we have your support."*

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A thank you to one of our Senior Scientific Officers who assisted a resident with some concerns with Thames Water:

*"I did reply to your initial e mail thanking you for your efforts. But it must have gone to the bottom of a very large pile of messages awaiting your return from holiday.*

*To be honest with you, if you hadn't gone down to the site, I suspect the tankering would still be in place and we would still have all the noise and smell. The changes have made the whole thing much more manageable. Both the smell has gone and the noise is significantly reduced .....I really appreciate your help and support in this matter.*

*I hope you don't mind, but when I do see West Berks councillors, I will be letting them know how helpful you have all been. "*

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A thank you to Senior Scientific Officer who assisted a resident with a noise nuisance complaint.

*"Hi Erica*

*Since the last alarm everything has been fine thank you very much for your attention and hard work to resolve this matter."*



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