

Quarter 2 Selection of Service Compliments

After one of our Environmental Health Officers assisted a resident with a noise complaint:

"Thank you Jodie and all your colleagues for all your hard work and help with this it us very much appreciated."

A selection of thank yous to our Community and Trading Standards Team:

*"This is great news I appreciate all your help and time. It's a great relief also that you spoke neighbours *** Hopefully we can bring this to an end now, and all are aware of the problem. Thank you so so much."*

"I'm actually incredibly grateful that you've taken care of that for us. I wouldn't have known where to begin. Thanks for all your help and support."

"Thank You as always for being there for me. I've only got PC @@ to contact now. You are by a long way the most helpful person. "

"You have gone above & beyond your job for me. You are at the end of the phone too. I really do appreciate all you are doing for me. You are one special lady"

Email from client regarding an Abandoned Vehicle that has been removed after being stickered

"I Just want to say, that the SORN vehicles I mentioned in my report have now been removed from the residential parking spaces.

I am assuming this is down to you.

If so, thank you. 🙏 See it can be done"

A thank you after a light nuisance was removed following some conversations with the neighbours:

"Good afternoon Rachel,

Just a quick line to thank you once again for being so supportive to our case regarding our neighbours light, as it has made such a difference now that it doesn't shine onto our property and he has even adjusted it further so it is no longer facing our property."

A thank you from another local authority after one of our Officers provided a Witness Statement to another Trading Standards with their investigations into a solar panel company

"I wanted to express my thanks for your time, patience and invaluable assistance in this matter, both throughout the investigation and the recent trial. An amazing team effort and glad our victims have got the justice they deserve."

A thank you to one of our officers who assisted a resident with a rogue trader case:

"I feel I have gained a good friend in you Mark and I will always feel indebted for that call you made to me when I was in a dark place thinking the law and life were failing me and I had no-where else to turn."

The relief I experienced from your call made me think someone upstairs was definitely looking after me. "

A thank you from a resident after one of our Environmental Health Officers assisted them with a noise nuisance complaint emanating from a local pub:

*"Hi Jodie,
Trust all goes well. I am pleased to report that the noise issue with the xxxx pub has been resolved. The manager has followed your guidelines and things are fine now."*

Long may it last. Thank you for your help Jodie, it is most appreciated."

A selection of thank you messages from various West Berkshire schools after our officers undertook presentations at the schools

Hi Laura and Steve

"Thank you very much for the sessions yesterday they were very informative."

"Thank you. The children absolutely loved the session."

"Thank you so much! It was a really great session for them and hopefully makes a difference. Their engagement is thanks to Steve."

"Thank you for your email, and for taking the time to deliver such an informative presentation yesterday. It was well received and sparked some valuable discussion among the team. We really appreciate you and Steve making the effort to come in and share your insights."

"Thank you so much for running these sessions."

Speaking to the class teachers, they believe the children got a lot out of them which is great!"

A thank you to one of our Trading Standards Officers who assisted the family of a terminally ill victim who had been scammed by a 'rogue trader':

"Hi Sean,

I wanted to drop you an email to say how impressed and grateful we are for the work Rob did on my late father's Trading Standards (redacted).

Honestly, I never expected to see the money we paid to the 'roofer' again, but Rob did a fantastic job at, not only pursuing the case for us, but also securing a successful outcome.

It's been a difficult time as my father was already terminally ill when he was scammed and has since died; Rob was sensitive to the situation throughout and looked after my dad's interests impeccably.

In a world where we are all too quick to give negative feedback, I feel it's very important to give positive feedback where it's due. Rob went above & beyond with our case and my brother and I are very grateful. As Rob's manager I wanted you to know. "

After one of our Environmental Health officers assisted residents with a statutory noise and air pollution complaint

"Hi Phumzile,

I have seen thank you very much for all your help with this myself and the other residents effected are very happy with the outcome.

Many thanks"

A thanks you from a resident after one of our officers assisted a resident after they complained about a rodent and accumulation problem:

"Dear Mick,

Thank you for the update. I appreciate your diligence in addressing this issue and for contacting the property owner.

It's clear you've been very dedicated to resolving this matter."

A thanks you from a resident after one of our officers assisted a resident after they complained about a noise nuisance:

"Hi Charlie

Thanks for your email.

Since my last email to you there has only been one instance of the alarm going off and that was during the day and for a relatively short time so it does seem to have improved, thanks.

Thanks for your help and for following up, I appreciate it."

A selection of comments received after our Trading Standards Officers supported residents who had been victims of a scam and the perpetrator received a custodial sentence:

"Great news, once again a massive thank you to you and everyone else that's been involved in this. "

"That's great news, thanks for letting me know. "

"That is awesome news, I'm really happy to hear that. Thanks for the many hours you've spent on this and following up on some many victims as well. It's great to see that justice has been served."

"Thank you for letting me know Robert, Well done to you for persevering and taking justice to win. I am really happy to see the end of it."

"I also thank you and everyone else involved in the prosecution for pursuing the case. Without the support of you, then these people would get away with it."

"Thank you for the update. I'm pleased to hear that the case has reached a conclusion and that {the defendant} has been sentenced. I appreciate all the hard work from yourself and the team throughout this process. I also hope that once he is released, he will not be able to continue scamming people again. I was glad to support the case in any way I could."

"Congratulations on getting this result! I'm sure the others that I met on the day will be very happy to hear this news too with all the work you've put into it. "

"Thank you for updating me, that's great news!"