

Quarter 3 Selection of Service Compliments

After one of our Trading Standards Officers assisted a resident with a used car service request:

"Hi Honor

Just a small thank you from me. David collected the vehicle, refunded me immediately and was amicable. Your support meant a lot and being so prompt.

Thank you once again."

A thank you after one of our officers assisted a resident with a long-standing Private Water Supply matter:

"Thank you, Elizabeth I feel so, supported by you!"

A thank you after one of our EQ Officers assisted a business with an issue that had arisen with a neighbouring business:

"Hi Charlie

Thank you for the new year greetings.

Thank you too for following up the XXX shop waste issue. It sounds like you have been very proactive in bringing about a resolution. I'm sure the nearby business owners will all be very grateful."

A thank you after one of our EQ Officers assisted a resident with noise emanating from a nearby business:

"Hello Charlie,

Thank you so much for your help with this issue. There has been a dramatic improvement in the noise from the xxx shops front door. You can still hear them using the metal side door and it being slammed between 8-10 times per day. Genuinely I am so thankful for your help with this. My children or myself have not been woken up over the weekend by the door. It is just such a shame that the only way to have the issue addressed was to escalate this to you, but at least thankfully the noise has reduced dramatically."

A thank you to one of our Environmental Health Officers who assisted a resident with a complaint about noisy drilling works late at night:

"Hi Erica,

Thank you for looking into this so quickly and sharing these details. It's very helpful to understand what's going on and the impact we will face over the coming days.

I really appreciate the time you have given to look into this and resolve with the street works team. "

A thank you after one of our Environmental Health Officers assisted a landlord with a management agency issue:

"Dear Honor,

We really cannot express how grateful we are for all your help in resolving this matter.

As you know, we first tried to end this contract back in 2023, and we had more or less given up after running into so many barriers and being unable to find anyone - regulator or otherwise - who was willing or able to take the issue forward.

To now have a clear way out is an outstanding result for us. We genuinely believed we were stuck with XXXX and their poor service until the current tenants eventually moved on.

You have been exceptional throughout this process, and your support has made a meaningful difference to us.

If there is someone within your management team to whom I can pass on our thanks formally, I would be very happy to do so - your efforts deserve to be recognised, both for our case and, I suspect, for the wider community as well.

Once again, please accept our heartfelt thanks."

A thank you after one of our Environmental Health Officers who assisted a family who had purchased a second hand car. In addition the trader was receptive to the Officer's unannounced visit and advice regarding the Consumer Rights Act 2015

"Hi Honor

I just wanted to say a huge thank you to you for all your support for helping reach a positive conclusion getting a refund for my daughter's first car.

Until I spoke to you, we really did think we were facing a complete loss of both the car and all her savings she had spent on it.

I am extremely grateful for all the support and advice you provided throughout the process. We really appreciate it, so again I just want to say a huge thank you, you are a credit to the Trading Standards team!"

A thank you from a restaurant after a food hygiene inspection that was posted on our Facebook page:

"Thank you for the inspection and guidance. We appreciate your support in maintaining high standards."

A thank you from a resident who was able to receive a refund after one of our Trading Standards Officers followed up a complaint with a store about a breach under the Hallmarking Act 1973.

"Thank you, as it happens, I went back there yesterday afternoon, not knowing you had been. The lady in charge recognised me and gave me my money back. Thank you again."

A thank you after an Environmental Health Officers recovered almost £9k for a family who had purchased a second hand car.

"Good afternoon Honor,

I just wanted to say a huge thank you for your support in our issue with XXXX. I'm sure without your weight behind our case we would have got nowhere."

A thank you after one of our EQ Officers assisted a resident with a query about road noise.

"Dear Erica,

Thank you for your clear and prompt response to my enquiry regarding traffic noise on XXXX .

I appreciate you taking the time to explain the position under the Environmental Protection Act and for directing me to the Highways Department for further consideration. I have now contacted them as suggested.

I am also grateful that you have forwarded my air quality concerns to your colleague."