

Quarter 4 Selection of Service Compliments

A thank you from a school after one of our Community Officers attended to provide a presentation to the pupils:

"Dear Laura,

Thank you again for the presentation today, it was so informative and really provoked great questions....."

A thank you to one of our Officers after they assisted a resident with an issue involving a used car:

"Hi Honor,

Just wanted to say thanks for your advice and support in getting a reasonable outcome to our issue with XXX . While we did end up paying something, it was a much lower sum than previously anticipated. I have no doubt that without your involvement we would not have achieved the same result."

One of our Officers supported a resident who had paid around £1700 to a rogue trader and the matter then went before the courts:

"Hi Honor, thanks to your support, I won the case. Now we must wait and see if he pays up... 🤔 hmmm I somehow doubt he will. He has successfully dug his own grave! Many thanks again."

A thank you from a resident after one of our officers helped them with rejecting a faulty second hand vehicle and helped them get a refund of just over £12k.

"Dear Honor,

I just wanted to say a sincere thank you for your support and involvement in this matter.

I truly appreciate the time and effort you have taken, as well as how clearly and professionally you handled the situation with the trader. Your intervention made a real difference, and I believe that without your help, this could have taken much longer to resolve. I am very grateful for your guidance and support throughout this process."

A thank you after one of our Environmental Health Officers helped a resident resolve an issue with an alarm going off late at night at a neighbouring store:

"Thank you so much for your efforts with this Jodie, its really appreciated."

Resolved a high hedge complaint by speaking with the source. Having had a chat they agreed to start cutting back the trees. Happy customer!

"They have already made a start cutting back the hedge on our border and doing a great job so really pleased."

A thank you from a resident regarding noise. Officers served an abatement notice but following further investigation did not determine a breach. Although this was not the sources desired outcome, she was still grateful and happy with the service provided to her.

"Dear Rachel

Thank you for taking the time to review the recordings and for the support you have provided throughout this process. I appreciate the effort you made in assessing the evidence and consulting with colleagues.

Although I am disappointed that the recordings were not sufficient to meet the threshold for enforcement, I understand the explanation you have given and I am grateful for the work you have done in looking into the matter."

Issue with pigeon droppings accumulating on a balcony area. With communication with the agent Officers got the matter resolved in a timely manner and got a netting put up to prevent further occurrence of the issue

"I would like to express my sincere appreciation that, after 14 months of reporting this issue, you able to arranged for the cleaning of the exterior window area"

Resident had an issue with house rented from an estate having a lot of rubbish in black sacks in the rear garden. Officers contacted the Estate and they resolved it straight away. Officers will continue to monitor the situation as the tenant has had previous issues.

"Thank you for your email and thank you for working with xxx estate to get this problem sorted.

I'm happy that the rubbish has been sorted and I to hope this doesn't become an issue again.

Thank you again "

In late March Officers were notified of a large fly tip in Spinningwheel Lane Binfield. This was a whole commercial large bin full of crushed commercial paint tins. Officers traced the waste to a Unit in Wokingham but after a PACE interview and lack of CCTV, they were unable to prove who removed the waste.

The cost of removing the waste was significant so Officers wrote to the company and asked them to remove the waste which they have subsequently agreed to do. Officers received the following thank you from colleagues in the Waste Team:

“That’s great news.

Thank you for your persistence with this, having gained such a positive result.

Many thanks,”

A thank you from a customer who one of our officers assisted in resolving a matter with a trader who had recently set up their business:

“Dear Honor,

I just wanted to let you know that I have now received the refund from the dealer, so the matter has been resolved.

Thank you very much for all your help and persistence throughout this process. I genuinely appreciate the support, and I don’t think this would have been resolved without your involvement so i am honestly grateful for your support once again.”

A thank you from a resident after one of our Officers assisted them with a noise issue:

“Hello Jodie.

Yes, the works have been completed and the noise is significantly quieter.

I would like to take this time and thank you for all the hard work you have done to make this happen. I and the residence at XXXX appreciate it. “

A thank you to one of our EH Housing Officers who assisted a tenant with resolving some issues with their private rental sector landlord:

“Good afternoon Monique,

I am just sending you this email with a lot of gratitude. 😊 I don’t know what you told them, but now shower is finally fixed, washing machine is going to be replaced and only the garage roof left from the list with issues.

Thank you for your help 😊❤️”
