Trading Standards Service | Bracknell Forest West Berkshire Wokingham

Quarter 1 Selection of Service Compliments

A thank you to one of our officers who assisted a resident with a second-hand car matter:

"*Hello Honor,*

Thank you for your help with my ongoing situation with XXX it's very much appreciated.

The way you have handled the situation has really helped me out with getting the correct advice I needed to get this issue handled in the right manner.

As of now XXX have agreed to pay the repairing garage on completion of the works thanks to your professional approach and support.

This is very much appreciated thank you."

A thank you from a resident after they were helped by the EQ Team to resolve a smoke nuisance from a neighbouring commercial property:

"Good morning Jodie,

Thank you for your follow up action. I am pleased to say that we have not experienced any further smoke or smells from bonfires at the site.

I appreciate the assistance that both you and Erica provided."

A thank you after our EQ Team assisted a resident with concerns about loud music coming from a nearby school:

"Dear Jodie,

Many thanks for your email. I hope you're keeping well. Since our correspondence at the end of March, there has been actually been no noise from the school at all. Just happy playing!

Thank you very much for your help with this - it is much appreciated."

A thank you from a resident who contacted the service as they had concerns that a gluten free meal they ordered in a restaurant might not have been gluten free, The officer followed up with a test purchase and inspection of the premise and notified the customer of the outcome:

"Hi Glenda,

Thank you so much for your email. I really appreciate you taking the time to investigate this matter and am pleased to hear that the correct procedures were being followed in terms of ensuring the meal was gluten free."

A thank you to one of our officers

"Dear Honor,

I wanted to write to let you know that this matter has now been resolved. XXX has made a payment of £2,000 in full and final settlement and the funds have been received.

I wanted to thank you sincerely for your intervention. Your letter to XXX was instrumental in bringing this matter to a conclusion and I genuinely do not believe it would have been resolved without your involvement.

Thank you again for your time and support."

A thank you from a consumer who is taking a car trader through the small claims court system and was assisted by one of our officers:

"Thank you so much Honor,

I could not have asked for a better supporting letter.

You are a testament to your profession and your organisation.

I will be in touch to let you know the outcome. "

A thank you from a resident after our officers ensured that mitigation works were completed on a noisy kitchen extraction system after an abatement notice was served:

"Hello.

I can confirm that so far so good - no noise at all, which is such a blessing given the weather and the need to have the windows open.

Thank you for all the help dealing with this."

A thank you to one of our environmental health officers who assisted residents with an enquiry about increased in rat activity around a building that appeared to be drawn by an accumulation of waste at the rear of an adjacent shopping centre service yard.

"Hi Erica,

Just checked and all clean, thank you for your assistance and support with this."

A thank you from a resident of a mobile home after one of our Environmental heath Housing Officers assisted them with a long standing matter:

"Dear Mr Randeria

……...Thank you again for your assistance and engagement in helping facilitate communication with the park operator. This has been instrumental in progressing matters to this stage and will enable me to finally begin the refurbishment process required to make the unit fully habitable.

Your assistance, support and persistence throughout this matter are greatly appreciated and have been invaluable in helping move matters forward."

A thank you to one of our officers after they assisted a resident with resolving an issue with a second hand car:

"Thankyou so much for your help & taking the time. I really appreciate it, hopefully going forward their practices change for other customers.

You are great! "

A thank you to one of our officers after they assisted a resident with resolving a long standing issue with a second hand car:

“Dear Honor

Just to let you know the above matter has finally been resolved. We are no longer the owner of the above vehicle and would just like to thank you for all your help, without which we are sure we would never have reached this outcome. “

A thank you to one of the officers that manages the Safety Advice Group process:

“Hi Fiona,

Thanks for confirming the debrief SAG. I'll be in touch regarding 2027 once I've had a chance to catch up with my client and can update you on our plans.

Best of luck with the rest of the season, and thanks again for all your support on these shows. It's been a pleasure working with you.”

A thank you to one of our EH Housing Officers after they assisted a resident with a ventilation issue in her flat:

“Thank you for all your help with my balcony windows.

With the heatwave, the flat was getting completely unbearable, and having the windows stuck shut with my 22-month-old son here was becoming a really worrying situation.

I am so grateful for how quickly you stepped in and contacted my landlord and building agency to get it sorted as a matter of urgency.

Your help made such a big difference to us, and I honestly can’t thank you enough for taking action so fast. Thank you.”

A thank you to one of our officers after they assisted a resident with obtaining a refund:

“Hi Honor, thank you so much for phoning him again! He did in fact refund the £200 to the bank details I provided. I cannot express enough how grateful I am for your efforts in recovering my money he owed me. I really appreciated your help. If there is anywhere I can write a positive review about you I will as you went above and beyond for me especially phoning him at 7pm on a Friday evening! please could you provide where I can write a review?

Thank you! “

A thank you to our officers after they provided advice to a group of people making jams and chutneys etc occasionally and wanting to sell the products for charitable purposes:

“You are wonderful thank you ever so much! “