



Compliments and Comments

We also like to hear from you when we get things right, or go beyond your expectations. If you would like to compliment us for a job well done, or have suggestions about how we can improve, please let us know. Here are just a few compliments we have received.

“Without the Income Collection Officer’s help, understanding, compassion and consideration I hate to think how matters would have evolved, I can’t praise them highly enough.”

“I just want to say a big thank you for everything you have done for me. I am in my new home and it’s looking amazing. I’m over the moon, can’t stop smiling, thanks again.”

“I just want to take a moment to applaud your team, the Repairs Operatives were a dream team, polite and charming.”

“The Independent Living Cleaner delivers a fantastic service and is so efficient, hardworking and takes real pride in their work.”

“I just want to take the time to say how truly grateful me and my family are for your help and support, during what has been a really stressful time. You are an amazing officer and a true credit to your organisation.”

YOU SAID

“Can the Council provide top soil and plants at our Independent Living Scheme?”



WE DID: We have introduced a Community Fund so that tenants can bid for funding to improve their schemes and neighbourhoods.

YOU SAID

“I did not know how long my Right to Buy application would take and thought it took too long.”



WE DID: We follow timescales set out by Government and Right to Buy applications can take many months to process. We have reviewed our procedures to ensure they are as efficient as possible and that tenants are aware of the timescales from the outset.

