

CHA Compliments Quarter to 30 September 2020 reported to MC October 2020		07/10/20 (SF)
		Department/ Contractor/Staff Member
1	Just wanted to thank the team at Centre81 on the food packages we received - it was more appreciated than you will know.	All staff, caretakers, C81
2	Thanks for the information we have already been helped thanks to previous information from CHA please express our thanks to all staff including maintenance for all their help recently	All staff, caretakers, C81
3	Tenant thanked Rae and the supervisor from Hi Flow for their excellent customer service during recent reporting of repairs.	Rae & Hi Flow
4	Thank you for fixing the back close door it means a lot to me. I want to say a big massive thank you to yous all in Clydebank Housing for getting someone out to fix the gate to put a lock on the gate. Take care, stay safe.	Maintenance
5	Tenant said the company (BELAC) that carried out his alarm testing done an excellent job. They were friendly and very professional.	Maintenance
6	Thank you for all the hard work you do in the area, it is much appreciated and noticed and you are the best caretaker we have ever had.	Estate Caretaker
7	Again my family can't thank you enough. The guys at Centre81 delivered today this has made a huge difference. These guys deserve more recognition. Who can I email to pass this on yourself and these guys have been an absolute life line in these circumstances we have found ourselves in. Once again thanks.	All Staff, Centre81
8	Many thanks for my much needed food and toiletries that you delivered to my door. Keep up the good work. It's so much needed in Clydebank town (unfortunately).	All Staff, Centre81
9	Tenant really appreciated the help and support given by Joan in helping her sort out her rent circumstances.	Housing Management
10	Once again many thanks for food parcel. Please extend our thanks to Staff and Volunteers at Centre81 we are so fortunate to receive so much.	All staff, Centre81
11	Once again thank you so much. The food parcel is very welcome and superb contents. Our thanks and gratitude to all Staff and Volunteers at Centre81. So glad we stay in Clydebank such great support.	All staff, Centre81
12	Can you please pass my thanks to your maintenance / repair department for getting Hi Flow to come out and fix the lock on the front close door. They came first thing this morning, and had to fit a new part of the lock, as the current one couldn't be repaired.	Reactive maintenance team
13	Me and my mum are absolutely delighted with the bikes we got.	Centre81
14	Very complimentary of the CHA Staff particularly the caretakers, and of the good work we are doing in the community. Tenant loves their flat and his neighbours are great, and appreciates CHA.	All staff
15	Tenant called to thank Janet for helping him with food parcels and CHP Heating advice. Tenant also would like to thank all reception staff for being kind and helpful on the phone.	Janet & reception
16	Tenant phoned re GOC and was praising his workmanship and dedication.	GOC (contractor)

17	Just to let you know how grateful I have been for your food parcels delivered to me in these difficult times. Since I came out of hospital they have been a godsend to me. I thank you once again from the bottom of my heart for everything you have done for me.	All staff, Centre81
18	The plumber arrived less than 2 hours after my call and resolved the problem in less than 10 minutes. This was a seamless process for arranging a plumber and took into account my working commitments which I really appreciated. Please pass on my thanks to Taylor, Rae and the C Hanlon plumber that attended.	Taylor/Rae/C Hanlon
19	Just a wee email to pass on my thanks to the lovely guy who came to fix my TV aerial yesterday, he was really friendly and so helpful.	Aberfoyle
20	I received two 20 pound Amazon vouchers from yourselves from the celebration fund. I just wanted to say a big thank you to all the staff in Clydebank Housing. It is very much appreciated. So once again THANK YOU	All staff
21	Tenant was thankful for Rae's help in dealing with a repair and chasing up contractor. Tenant mentioned that Rae was really helpful and made sure that the repair was fixed to tenant's satisfaction.	Rae - Maintenance dept
22	Tenant had to recall contractor following an issue with new smoke alarm. Tenant was thankful to them for attending promptly. The contractors were very professional.	Maintenance dept - City Technical