

CHA Compliments Quarter to 31 December 2020 reported to MC January 2021		15/01/21 (SF)
		Department/ Contractor/Staff Member
1	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
2	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 Satellites
3	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
4	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
5	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.	City Technical
6	Following a call to the office to discuss an impending sale that the solicitor was acting in, I received an email from the solicitor with the following comments: "Thanks very much for speaking with me. Please can you also thank your receptionist too Taylor – it makes a nice change for an organisation actually trying to help!".	Factoring/Reception
7	From Charter Report consultation responses: "Always think you give prompt and excellent service" "You are fantastic. Repair time is out of this world.. and our maintenance man Alan is fantastic. You all do a great job, so polite and go out of your way to help out"	All Staff
8	Tenant's relative thanked the caretakers for being a huge factor in the tenants happy years spent in the multi-storey flats and wanted to express their gratitude for the care shown particularly since the tenant became ill in the last number of years. "I just want to sing their praises and give them the recognition they deserve".	Caretakers (in particular Charlie)
9	Tenant phoned to thank Sam and the 2 contractors that were arranged to attend and for all our service.	Sam - Maintenance team and contractors - ETI & HiFlow
10	Customer messaged to say 'Thank you Sinéad. Margaret phoned me. You have been so kind'.	Sinéad - Finance & Corporate Services
11	Tenant was delighted with the quick service to complete the repair in her bathroom.	Ali - Maintenance team
12	Tenant sent email to say they were delighted with the quickness and thankful for that.	Sam - Maintenance team
13	Tenant said thank you so much to Alan and Joel for the amazing work they did with the binsheds.	Alan and Joel - Housing Services