



		25/10/2019 - SF
CHA Compliments Quarter to 30 September 2019 reported to MC 29 August 2019		Department/ Contractor/Staff Member
1	Tenant came in to thank us all for the night of the AGM. She came into office with card and chocolates	All staff
2	Tenant emailed - Re [REDACTED]. Please pass on my appreciation for her efforts above and beyond what she needed to do in relation to water situation at Radnor flats on holiday weekend. Hopefully this will be fixed soon	[REDACTED]
3	New tenant thanked everyone for all the help and said that everyone has been so kind helping her.	All staff
4	The Scottish Government noted in a letter "Clydebank was one of the highest performing landlords in this year's applicant group based on ARC statistics for tenant participation.... a well developed approach to tenant participation, with an involved and engaged Tenant Panel, focus groups and a thriving consultation register".	Senior Staff/ Comms
5	Tenant called to say she is delighted that we are offering over 55's netting for £50.00	Maintenance
6	Tenant called to formally record some compliments for [REDACTED], caretaker at MSFs. Tenant mentioned she has been having health issues and having someone so helpful has been very reassuring.	[REDACTED] Maintenance
7	Tenant delighted with the work carried out by the contractor, as he was quick and it allowed her to attend her doctor's appointment. She wanted to thank the team	Maintenance
8	Tenant contacted us to say what a wonderful job all our caretakers do and they are very friendly and helpful at all times... Thank you for adding [REDACTED] to the team. Good judgement on your part is he is doing a great job with all the qualities of the other caretakers.	Caretakers
9	Your Community Team said thanks to [REDACTED] and Clydebank housing for helping them promote and support their community soup project.	[REDACTED] general
10	Tenant wanted to say a big thank you to J [REDACTED] the Caretaker he said the place is looking great and he is doing a fantastic job.	J [REDACTED] and the other caretakers
11	Tenant said that we are a great organisation and have bent over backwards in helping her, and we are all so nice	All staff
12	Tenant thanked us for a completely smooth process regarding making a neighbour complaint. Tenant so grateful for the help and service provided.	HM - [REDACTED] [REDACTED]
13	Tenant wished to pass his thanks to [REDACTED] the caretaker for his help when a vulnerable tenant was confused whilst out and about. He stated all the caretakers as they are so nice.	Caretakers
14	Email received from tenant in regards to neighbour complaint outcome wishing to thank the staff member for persevering with this issue to get a good outcome.	HM - [REDACTED] [REDACTED]
15	Tenant is delighted with the prompt response from maintenance dealing with the repair that she had reported.	Maintenance/ [REDACTED]
16	Tenant said that everyone at CHA are very polite and extremely helpful and the service she gets from us is amazing. She gave a special mention to maintenance for the quick response and repairs in her flat.	All staff / Maintenance