

		16/01/20 - SF
CHA Compliments Quarter to 31 December 2019 reported to MC 28 January 2020		Department/ Contractor/Staff Member
1	Tenants are delighted with the new bathroom. The men were courteous and caused no trouble at all! They were really pleased with the workmanship.	Maintenance / MCN contractor
2	Tenant thanked us for being so helpful reconnecting their heating.	Finance / Maintenance
3	Tenant passed on compliment about Maintenance Assistant, Ali. Tenant was thankful to her and said she was really helpful.	Maintenance / Ali Mailey
4	Tenant wanted to thank Joan for keeping her informed about her rent, Universal Credit and Discretionary Housing Payment. Tenant stated without Joan's help they would have been lost.	Housing Management / Joan
5	New tenant at Centre81 thanked Fiona, Ali, Michael and Alan for all of their help and support in organising their let. Tenant stated how helpful Clydebank Housing Association was.	Centre81 / Finance & Corporate Services
6	Tenant stated "I'm blown away at the response time thank you so much for this. It's appreciated so much. Thank you again".	Maintenance / Sam
7	Tenant was reading our 34th Annual Report and phoned to say that it was "top rate", an easy read, informative, beautifully presented, great format and front cover was fantastic.	All Staff/ Sinéad
8	A variety of compliments were received at the Tenant Conference Customer Care stall re complaints and compliments: "We live in Radnor Park and the views are spectacular and we love living there. We are always well looked after regarding maintenance. Fantastic landlords" "Radnor Park caretakers wonderful. Very helpful. John – areas spotless. Cobwebs cleared. Great Housing Association" "All the staff are helpful and friendly" "Alan is fab, hardworking and is well on the way to solving Graham Avenue's bin problem! Detective extraordinaire" "The housing staff are great, friendly, the flats are also great to live in" "Staff are friendly and helpful. Great relationship with RPMTRA. We enjoy working together to improve our area" "Friendly staff, great service" "Find staff in all departments very helpful in dealing with all complaints" Really friendly staff. Willing to help or direct you to the right place if they don't have the information themselves. Delighted with my home in Radnor Park. Great neighbours and helpful caretakers"	All staff and caretakers
9	Tenant advised contractor is very courteous and respectful anytime he is in their home. He also stated that the contractor takes pride in their work and is good at their job.	Hi Flow
10	Tenant wanted to say thank you to Stephanie for helping resolve their housing benefit issues. Also for taking the time to let them know it had been resolved. Tenant said that they did not know there was an issue until we contacted them.	Housing Management / Stephanie

11	Tenants contacted office to thank Sinéad for putting through repairs mentioned at Centre81 so promptly and then to our maintenance staff for visiting the next day and then arranging a contractor (Regency) for the repair the day after. They said overall we provided a very efficient service. They also said the work of Regency was excellent – they did a very good job and were very prompt.	Sinéad / Maintenance / Regency
12	<p>A variety of compliments were received through our feedback forms for the Performance Report on the Charter question asking 'do you have any comments on our performance?' including:</p> <ul style="list-style-type: none"> • I find CHA to be pro-active in their approach to all aspects of their undertaking. Polite and friendly with a very likeable staff throughout. • Always handled professionally and efficiently • The magazine was well put together and was presented good. Lots of info and updates. Well done to all involved. • The performance of CHA is very good • Very good (3) • Usually very good • I believe CHA is continuing to provide an excellent service in all aspects and is great value for money • We are very pleased with the service you provide • Carry on good work • Keep up your great work in the community • Very happy with things as they are • As an owner this gives one reassurance of CHA commitment to its tenants • Any service I have used this past year have been carried out competently • I like that I get kept up to date with what's happening • A good performance – well done. WDC poor as expected • I am very satisfied with all the up to date information from Clydebank Housing Association's annual reports • It's good to see how we compare to other housing association and how well we are doing • Good 	All Staff / Centre81 / Caretakers
13	Tenant visited office to thank us all and particularly to Alan for keeping their area nice and tidy.	All Staff / Alan
14	Tenant passed on a compliment regarding Radnor Park caretaker Charlie "an absolute credit to you all. What a lovely, helpful man. Thanks very much".	Charlie Kane
15	I've never seen flats as well kept. They are fantastic	Caretakers
16	Tenant thanked the staff team for their assistance when they fell blacked out outside the office. Tenant was grateful that staff them the help they needed.	Chato and Melanie
17	Tenant is delighted with their house and the support from all staff he has dealt with, especially the caretakers. Tenant stated multi storey flats are quiet and well looked after and their stress levels have dramatically reduced since getting their tenancy.	All staff
18	Tenant stated the man that works from Clydebank Housing that comes to check on things hes a lovely man & nice to talk to	Alan