

CHA Compliments Quarter to 31 March 2020 reported to MC 28 April 2020		09/04/20 - SF
		Department/ Contractor/Staff Member
1	Tenant called to compliment the newsletter 'ChitChat - absolutely fabulous!'	Sinéad/All Staff
2	During a meeting, RPMTRA passed on some lovely comments about one of our caretakers at Radnor Park including really helpful and approachable, tries really hard at all times, great customer service. They also commented the place is looking great and even a courier has commented that it is always clean and they feel very safe when delivering parcels.	RP Caretakers
3	Chair of RPMTRA emailed to thank the Heads of Service for the rent consultation process meeting with RPMTRA committee members stating it was an informative session that afforded them the opportunity to ask questions and understand rent affordability using the SFHA tool, the major repairs planned for Radnor Park, and how the rent setting plays a part in that process. They commended the three detailed rent options which will allow tenants to make informed choices.	Senior Staff
4	A new tenant called to express happiness about the flat and said it was lovely and they were delighted. Also added that the staff they had spoken to had been really helpful.	All Staff
5	Tenant called to compliment the contractors who attended to repair the boiler (City Technical) - they attended very quickly and tenant found the engineer to be absolutely brilliant.	City Tech
6	Tenant called to compliment the plumber who did such a good job with the install of a shower - he carried out the repair in a timely manner and was very courteous. Stated the replacement shower has made a huge difference.	C Hanlon
7	Tenant called to compliment the maintenance section - very helpful and quick service.	Maintenance
8	Owner called to praise maintenance for being efficient and helpful. Stated pleased that all queries were answered.	Maintenance
9	Tenant called to say delighted with repair. Stated wished to compliment contractor and the staff member they dealt with.	Maintenance/ Clydetec
10	Tenant visited to say delighted with how quickly contractor responded. Stated staff and contractors are wonderful and always very helpful.	Maintenance - City Technical Services
11	CHA Power customer called to let us know how pleased they were with the heating and hot water system. Stated it was a wonderful service and great value for money.	All Staff
12	Tenant called to thank the Caretakers and office staff for the great job they have did at the RP clear out day. Stated the amount of stuff they had to clear was enormous.	Jim, Charlie, John, Alan, Sinéad, Rae
13	Tenant posted on social media to say the clear out day was a great example of a responsive landlord preventing abandoned waste and encouraging recycling.	Jim, Charlie, John, Alan, Sinéad, Rae
14	Tenant called to say delighted CHP prices are not increasing and wanted to thank CHA.	All Staff
15	Scotland Excel's Director emailed express sincere gratitude to Lynette Lees for taking the time to be part of the Community Engagement workshop at this year's Scotland Excel Conference. Stated feedback from the event has been very positive, and their participation undoubtedly helped to make the conference a success.	Lynette Lees

16	Tenant posted on Facebook, 'The staff on site on the clear out day were superb! Thanks for everything'	Jim, Charlie, John, Alan, Sinéad, Rae
17	Tenant emailed and put on twitter that during national campaign to say 'thank you' to NHS and carers by applause, notices have been put up in the foyers extending this to all Clydebank HA staff and contractors for all that we are doing to keep tenants safe and informed at Radnor Park during these challenging times.	All Staff