

CHA Compliments Quarter to 30 June 2020 reported to MC August 2020		04/08/20 (SF)
		Department/ Contractor/Staff Member
1	(In response to a Clydebank Post article in which concerns were expressed regarding WDC efforts in MSF cleanliness) Tenant stated: I have to say the opposite is the case with @clydebankha who have provided free hand sanitisers in each building, and caretaking staff continue to keep the place clean and tidy, they have been superb. Information updated regularly too in the noticeboards and via email etc.	All Staff, Caretakers
2	Tenant's son thanked us for the assistance in dealing with their parent's tenancy after they had passed away. They thanked colleagues for their sensitivity in discussions and engagements in this very surreal time, in an already difficult situation. Genuinely grateful for staff assistance.	Housing Management
3	Please pass on our gratitude for CHA maintaining as close to business as usual as possible, and in particular to the caretaking staff who have done a good job maintaining a decent standard of cleaning during these challenging times.	All Staff, Caretakers
4	Thank you all for my food parcel, I am so delighted and really appreciate it.	All Staff, Caretakers, C81
5	Thanks for everyone's help. Appreciated	Housing Management
6	Would just like to say thank you for the food parcel we received today. It is very much appreciated.	Centre81
7	Comments received on a sponsored FB post with the Clydebank Post - The best housing in west dunbartonshire, the loveliest and most friendly staff you could ever have the pleasure to meet. Always a pleasure to speak to, so helpful in every way - Got no problem with cha, they treat everyone fair - They are a good housing to be with nothing too much for housing	All Staff, Caretakers
8	Extremely thankful for my food parcels that arrived today.	All Staff, Centre81
9	Tenant thankful able to get food parcel so quickly yesterday. Tenant wants to thank everyone from CHA and Centre81 for delivering it so quickly. Tenant praised content of food parcels.	Centre81
10	Can I take this opportunity to thank John and James for doing a fantastic job keeping our flats and surrounding area spotless.	Caretakers
11	Tenant wished to thank CHA for prompt response to repair. Acknowledged working in current circumstances must make it very challenging but despite this level of service provided was exceptional. Workmen adhered to social distancing and tenant felt safe knowing that the necessary precautions were being taken.	Maintenance, Contractor
12	Tenant happy that repair reported was done on the same day. Explained they has lived in property for 22 years and thinks that Clydebank Housing is fabulous, never had any bother and always do a fab job. Specific comments made as follows: • all the caretakers do such a fantastic job - also mentioned how nice and extremely helpful John always is • foyers are always in such a clean condition • Chit chat magazines is a fantastic read and knows a lot of elderly people look forward to reading it – it has all info / numbers / updates they need • How nice reception are on the phone as we sound very welcoming and understanding • Every single one of us in the office couldn't be more nice to chat to ☐	Maintenance - All Staff - Caretakers

13	Can I just say you have an amazing staff they truly are a testament to your service. They have taken on the project fully with such Heart and conscience for the people. Something I always put first when I recruit. It is a pleasure to work alongside you all.	All Staff - Centre81 and at CHA
14	Thank you so much for this email. I love that CHA are keeping in touch with the residents. I got a lovely call last week and we had a lovely chat. I am okay and don't need to take advantage of free food parcels and food delivery. Such a lovely thought though.	All Staff - Centre81 and at CHA
15	Well done to CHA for going round and delivering food parcels to the old folks. During these times. My mother liked hers. Nice surprise indeed.	All Staff - Centre81 and at CHA
16	Tenant would like to say that she thinks we are a wonderful Housing Association. We are always so helpful and always try our best to get things done for our tenants. □	All Staff, Caretakers, Centre81
17	Thanks for keeping us up date on things but we do not need anything but it's nice to have a choice. Once again, thank you.	All Staff, Caretakers, C81
18	Thank you and all the team for all your efforts in helping everyone at this time especially my older neighbours who are very vulnerable. Our caretakers continue to do a wonderful job and are always willing to help as much as they can.	All Staff, Caretakers, C81
19	Tenant called to thank us for support and for arranging carers and food parcels. Tenant had advised us last week that she had just come out of hospital and had no care system in place. Taylor arranged referral with WDC Crisis Team and C81 food parcels and tenant advised she would not have received this level of support without Taylor's help.	Taylor, C81 and Cafe81