

CHA Compliments Quarter to 31 March 2021 reported to MC April 2021		14/04/21 (SF) Department/ Contractor/Staff Member
1	Thank you so much. It is not always easy swallowing your pride to ask for help.	Nikki
2	Tenant sent in a thank you card for Taylor thanking her for her kindness and to remark on her lovely telephone manner. The tenant wished all staff a Happy New Year and wanted to express her thanks and gratitude as there is not a lot of it going around at the moment.	Taylor
3	Tenant thanked CHA for the support provided to help sustain their tenancy.	Jack and Nikki
4	Slept for the first time in weeks. Thank you for your help and the referral.	Nikki
5	Tenant was delighted with the quick and friendly service from both Maintenance and the contractor.	Maintenance and Hi Flow
6	Taylor is always so friendly and helpful whenever I need to call the office. She is an asset to the Association.	Taylor
7	Tenant thanked Nikki for her help. They said she really helped them get their affairs in order and it's made a bit difference to them.	Nikki
8	Thanks so much for referring me to Home Energy Scotland to shop about for cheaper energy tariffs.	Nikki
9	Heating worries have been resolved. I'm so, so happy. Can't thank you enough. You've been a massive help.	Nikki
10	New tenant is delighted with their house and said the neighbours are great. Tenant can't explain what a positive difference that we have made to their life.	Housing Services
11	Thank you so much for helping with DHP backdate as arrears are cleared.	Nikki
12	Thank you for getting me back into assistance with employment / energy bills. Thank you for everything.	Nikki
13	Thank you so much for inspiring me to reach out for support.	Nikki
14	Thank you Nikki for providing me with tenancy support.	Nikki
15	Thank you to Katie and Nikki for help in assisting with recruitment referral, Universal Credit and Council Tax rebate.	Katie and Nikki
16	New tenant said they can't thank us enough for the starter pack. That it's a great help and again, thanks so much, they really appreciate it.	Housing Services
17	New tenant said they are thrilled with their new home and starter pack and the further support/assistance provided. Tenant said thanks to everyone at CHA.	Housing Services/All
18	Thank you so much for your help you have no idea how much of a relief this feels. Thank you.	Jack and Nikki
19	Thank you for providing me with tenancy support.	Nikki
20	Tenant said a huge thanks for getting them back on track and is hoping for more positive times ahead after a great deal of tenancy sustainment support provided by Nikki and the Maintenance Section.	Nikki and Maintenance Section
21	Averton Landscapes phoned and complimented CHA on the new path at Centre81 "it makes such a difference and the area is looking great".	C81 and Development

Please note due to the level of personal/sensitive tenancy sustainment detail featured in some compliments, some elements have been summarised/removed but do not change the meaning of the compliment.